

**NHS Equality Delivery System 2022**

Leeds Community Healthcare NHS Trust – Domain 1 Commissioned or provided services evidence.

Completed for three services across Children Young Peoples Mental Health ([CYPMH)](https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/camhs/home/) and maternity pathways. Mindmate SPA Mindmate Support [0-19](https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/0-19-public-health-integrated-nursing/) Ante-natal provision.

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| ***Domain*** | ***Outcome*** | ***Evidence*** | ***Rating*** | ***Lead*** |
|  | 1A: Patients (service users) have required levels of access to the service | Analysis of referrals, waiting lists, cancelled and missed appointments by IMD and ethnicity, identifying:* Data to show those with protected characteristics and other groups at risk of health inequalities have fair access to the service.
* Services have identified barriers to accessing services
 | **2** | **Nursing Directorate** |
|  | 1B: Individual patients (service users) health needs are met | Evidence from policies, clinical documentation and analysis of patient experience data, identifying:* Patients at higher risk due to protected characteristic needs are met in a way that works for them.
* Consultation with patients with higher risks due to a protected characteristic
* Signposting to VSCE organisations and social prescribing.
* Personalised care is embedded into the care delivered for those with higher risks due to a protected characteristic by the organisations.
 | **2** | **Nursing Directorate** |
| ***Domain 1: Commissioned or provided services.*** | 1C: When patients (service users) use the service, they are free from harm | Analysis of incidents by IMD, ethnicity, Learning Disability, Autism, interpreter requirement, and PSIRF planning and self-assessment, identifying:* Procedures/initiatives are in place to enhance safety in services for patients in all protected characteristic groups where there is known H&S risks. Staff and patients feel confident, and are supported to, report incidents and near misses.
* Encouraging an improvement culture giving consideration to equality and health inequality themes in safety incidents and near misses
 | **2** | **Nursing Directorate** |
|  | 1D: Patients (service users) report positive experiences of the service | Thematic analysis of patient experience data: FFT, complaints, concerns, compliments and bespoke surveys and engagement, identifying:* Collating data from patients with protected characteristics about their experience of the service.
* Creating evidence-based action plans in collaboration with patients and relevant stakeholders, and monitor’s progress.
* Showing understanding of the link between staff and patient treatment and demonstrate improvement in patient experiences
 | **2** | **Nursing Directorate** |
|  |  | **Domain 1: Commissioned or provided services overall rating** | **Achieving****8** |  |