

Making Equality Work in Newham

- Focus on tackling Health Inequalities- working alongside QI leads - ongoing
- Reviewing our service leaflets (starting a pilot with Community Teams) - looking at more interactive options with our local population
- PPL work- Involve service users/carers with hearing impairments in the WTG and PPL groups – Signers attend the groups
- Attendance at Trust sessions relating to Inequalities work
- Encourage Digital Inclusion – use of Chrome Books, Laptops and Mobile Phones for Service users
- Attendance of Service users/Carers at Community Events e.g. Summer Fayres at East Ham Care Centre – to highlight the importance of their involvement within Service Development



Making Equality Work in Newham

- Supporting carers involvement in setting up Carers Groups for Sally Sherman and Fothergill wards at East Ham Care Centre
- Working alongside ICB and other stakeholders(e.g. Age Concern) to obtain residents views on reducing Health Inequalities in Newham
- Positive feedback from having a Peer Support Worker (with lived experience) within the Diabetes Service – to assist in delivering education to service users. Potential to roll out within Tissue Viability Service.
- Working with key stakeholders e.g. Local Authority to provide consistency and a more streamlined service from acute to community – expanding use of Telehealth in Care Homes and the Community- as part of the Keeping Well at Home agenda
- Visit from Sir Stephen Timms (Local MP) to Inpatient Wards and Community Teams based at East Ham Care Centre to showcase services and explain their work.



Making Equality Work in Newham

- Violence and Aggression Charter in place to demonstrate pathways to escalate as required
- Care Opinion roll out for Newham teams
- Focus Groups set up in Newham and expanding
- WTG reviewing Terms Of Reference - to include discussions of Quality and Performance to generate improvement ideas from service users and carers.
- Schwartz rounds (Structured Forums to discuss emotional and social aspects of healthcare work) to commence in December 2023 – Steering Group in place and Facilitators/ Admin Leads trained
- Heat Maps to be included in Power Bi design (data and decision making) – Informatics
- Discovery Interviews completed to inform Equalities Plan
- FLAIR equalities work (Race and Ethnicity Analytics data) ongoing
- Talking Leaflets being explored with Trust Communications Team
- Volunteering Lead meeting with Newham Teams to understand services

