


NHS
North East Hampshire and Farnham
Clinical Commissioning Group

Equality and Diversity

The CCG received over 170 responses to the patient and public survey carried out at the end of 2018. In the main the responses were from individuals (92%) with a small proportion (8%) being completed on behalf of another person. 80% of responders considered local health care services met their health needs always or most of the time. Responders were particularly positive about experience of general practice (their Doctors surgery).

Whilst overall the feedback was positive, there were areas of concern including availability of appointments. Appointment systems at general practices received the most negative comments. Another key area of concern was lack of mental health services, including for children.





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We will be asking further questions to understand some of the issues that have been raised but initially we have used the information gathered, alongside other forms of feedback to develop a draft set of equality objectives.

These were discussed and edited as part of a focus group involving Community Ambassadors and the wider staff team. We want these to be a set of objectives that we can all bring into our work. The following objectives have been agreed.






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1. To deliver excellent care that meets the needs of everyone so that people will receive the right care at the right time and in the right place.

The Clinical Commissioning Group will work to deliver improved outcomes for everyone in the local community. It will aim to create equality of access to, and provision of, healthcare services ensuring more care will be delivered closer to home. Reduce A&E attendances and admissions and support people to return home with timely discharges. There will be emphasis on what improves health as well as reducing preventable inequalities.



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2. Continuously improve our engagement and consultation methods to ensure that all, including those with protected characteristics, have a voice in our work that is heard and considered.

Ensure commissioning programmes and projects include robust planning to allow for a range of engagement opportunities and where required, consultation. We will work with our partners, to reach further into communities, to fully understand the needs of the local people. This will support assessment of equal access to, and provision of, healthcare services for everyone.

We will encourage continued conversations to help us improve, develop and design services for and with local people. We will make it clear to patients and the public how they can provide feedback in a range of ways that suit their needs.



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3. Support everyone to live well and stay well through a focus on self-care, prevention and wellbeing.

Our aim is to provide patients and the public with the skills, confidence and support to take responsibility for their own health and wellbeing.

We will ensure that the contracts we commission consider the support needs of everyone. The Clinical Commissioning Group and those providing services will be compliant with the Accessible Information Standard (AIS) which provides people with the information they need in the best way for them.

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