

# **Equality, Diversity** and Inclusion

**Annual Report 2024-25** 



#### Introduction

At University Hospitals of North Midlands NHS Trust, our commitment to equality, diversity and inclusion (EDI) is central to the way we care for our patients, support our colleagues, and serve our communities. This annual report reflects the progress we have made over the past year in advancing equity across our workforce and services, while acknowledging the challenges that remain.

We have continued to embed inclusive practices, strengthen our staff networks, and align our efforts with national priorities such as the NHS Equality, Diversity and Inclusion Improvement Plan. Our data-driven approach—through the Workforce Race Equality Standard (WRES), Workforce Disability Equality Standard (WDES), and the National Staff Survey—has helped us identify disparities, measure impact, and shape targeted action.

This report highlights how the voices of our patients, communities and colleagues guide our journey.

# **Legal Requirements**

# The Equality Act 2010:

This places key duties on statutory organisations that provide public services, like the NHS. It protects people from unfavourable treatment and discrimination and refers to people with the following protected characteristics:



# How we show due regard to the Public Sector Equality Duty

In addition to the Equality Act, The Public Sector Equality Duty (PSED) requires public bodies to have due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity between people who share a protected characteristic and those that do not, and
- foster good relations between people who share a relevant protected characteristic and those who do not

Assurance is provided to our Trust Board via the following Equality, Diversity and Inclusion (EDI) frameworks:

- Workforce Race Equality Standard
- Workforce Disability Equality Standard
- Gender Pay Gap published annually
- Accessible Information Standard
- Equality Delivery System (EDS)
- Disability Confident Accreditation
- NHS Health and Care LGBTQ+ Inclusion Framework
- Armed Forces Covenant

You can read these reports, which provide more in depth updates on progress against key metrics and action plans on our Equality and Diversity page on the <u>Trust Website</u>.

# **Consultation and engagement**

We are committed to ensuring that our workforce and service users are involved in shaping our EDI delivery plans and have opportunity to influence and contribute through their lived experience. We do this through our employee diversity networks and patient user groups.

# **Equality Monitoring**

Good quality data enables us to identify priorities and measure our effectiveness. Over recent years we have significantly improved the number of employee and patient records where demographic information is not stated. We will continue to actively encourage our workforce and patients to share this information.

# **Equality Impact Assessment**

All public bodies have a statutory duty to set out arrangements to assess and consult on how their policies and services impact on equality. We have a well-established pathway for the approval of procedures and policies which include the review of Equality Impact Assessments and Action Plans (where applicable). A Quality Impact Assessment similarly reviews impacts of significant changes to services we provide.

## UHNM Strategy 2025-2035

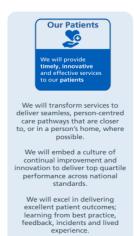
Our new strategy guides our priorities for the next ten years. Our ambition is to be a leader in health by harnessing innovation to drive transformational change.

We are dedicated to investing in our people, improving the health and wellbeing of our community, delivering safe and patient centred care, and advancing services through research, innovation and education.

Every day we will work together to make a positive difference to the lives that we serve.

# Our strategic objectives







# **NHS EDI Improvement Plan**

The NHS Equality, Diversity and Inclusion (EDI) Improvement Plan sets out a clear framework to create a more inclusive, compassionate, and fair health and care system. Focused on six high-impact actions, the plan aims to tackle discrimination, close equity gaps, and embed inclusive leadership across the NHS. It emphasises accountability, transparency, and the importance of lived experience in shaping change—the plan is a call to action for every NHS organisation to make meaningful progress on EDI as a core part of delivering high-quality care.

This year, NHS England Midlands awarded a 'good progress' rating for our progress against all six of the high impact actions.



#### How we delivered on our EDI Priorities in 2024/25

2024/25 is the last year of our current EDI delivery plan, which will be refreshed with our new UHNM Strategy for 2025-2035. Our priorities reflect our commitments to creating a more equitable working environment for colleagues and delivering patient services more inclusively. The priorities are:

- 1. Inclusive Patient Feedback listen to and act on the lived experiences of our patients
- 2. Inclusive Patient Access address inequalities in access to services
- 3. Inclusive Patient Involvement involving our communities in service design
- 4. Listen to, Understand and Learn from the experience of all staff
- 5. Respect and value all colleagues and their contribution and have a strategic focus on civility and respect
- Develop a culture of inclusive and compassionate leadership build, strengthen and develop initiatives focused on staff experience, wellbeing and engagement and culture and leadership development
- 7. Ensure that people are recruited, trained and promoted according to their abilities and in the proportions one would expect for the populations represented

Progress against each of the EDI Priorities continues to be monitored through our governance structures, with oversight by the Trust Management Committees and Trust Board.

# **Our Patients and Communities**

In this section, we present information about our patient services and is a small reflection of the extensive work we are doing to ensure that our services and patient experience is inclusive and equitable.

# Lived Experience Champion helps UHNM leaders see hospital services through the eyes of wheelchair users

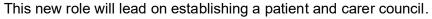
Senior leaders took part in a lived experience session, led by Lived Experience Champion, Lewis Bunn. Using an electric wheelchair to navigate the Royal Stoke hospital site to better understand accessibility challenges.



The session has led to improvements being implemented including new dropped curbs and more sessions are planned with the support of lived experience champions.

# Patient and Public Involvement & Engagement Co-ordinator

Madeleine Roche is our newly appointed Patient and Public Involvement and Engagement Co-ordinator.



Maddie says "my role is to strengthen how we involve patients, carers and the public in shaping and improving our services. I want to make sure their input is meaningful and leads to real, positive change. A key focus for me is reaching out to diverse communities and those who may be less heard, so that everyone's voice has a place in shaping the care we provide"



## **Maternity and Neonates Inclusivity Visit**

The visit focused on reviewing language, imagery, and the accessibility of information within the maternity and neonatal services. A walkaround was followed by a group discussion, which has informed a report highlighting areas of celebration as well as opportunities for improvement. Featured in the visit were community groups and spiritual care services.



# Maternity Services create translated welcome leaflets

Welcome leaflets in maternity services have been translated into 10 languages, created to support better communication with patients from diverse backgrounds and ensure all families feel informed and welcomed from the outset of their care journey.

# Improving access for patients using the eye clinic

Following recommendations from a patient experience visit, the font size of text on outpatient tickets for patients attending the eye clinic have been made larger with positive feedback on the change received from service users.



# UHNM nurses awarded prestigious national anti-racism award

Two nurses were awarded the prestigious anti-racism award by the Royal College of Nursing (RCN) Foundation in February 2025.

Jokotade Adeshina, a Quality Nurse on the Frail Elderly Assessment Unit (FEAU) and Tenifayo Adeyemo, a Lead Research Practitioner in UHNM's Research and Innovation Department, have won the Michelle Cox RCN Foundation Anti-Racism Award.

The award recognises their project, 'Advancing Equality in Nursing: A Continuous Monitoring and Evaluation Initiative,' which looks to promote and ensure equal and inclusive career progression and workplace diversity within NHS nursing and midwifery. Jokotade and Tenifayo will now work with the RCN Foundation on their project over the next 18 months.

Jokotade said: "The project aims to address the inequalities in career progression for Black, Asian, and Minority Ethnic (BAME) nurses and midwives within the NHS. Despite their significant contributions to healthcare, BAME nurses and midwives often face barriers that hinder their career advancement, leading to a lack of diversity in leadership roles"

"By addressing these issues, we hope to create a more inclusive healthcare workforce, improving both the professional experiences of BAME staff and the quality of care delivered to patients from all backgrounds."



# Nursing, Midwifery and Allied Health Professional workforce benefit from a lead inclusion educator

This role focuses on embedding equity and inclusion into workforce development and patient care, working closely with clinical teams on areas such as health inequalities, promoting anti-racism, increasing accessibility and supporting inclusive recruitment.

#### Health Information Week – health literacy and misinformation

During Health Information Week, we focused on raising awareness of health literacy and tackling misinformation. Colleagues were introduced to the concept of health literacy and the impact it has on patient outcomes, colleague wellbeing and

NHS resources. The sessions highlighted the challenges that low health literacy can create and explored the practical strategies to improve communication, especially between staff and patients. The initiative is designed to support more informed, inclusive and effective healthcare delivery.



#### Trans inclusive hospital care resource

A new resource has been introduced from TransActual to help hospital staff provide culturally competent and inclusive care for trans patients.

Based on recent research into the experiences of trans individuals in healthcare settings, this guide offers practical advice to improve patient interactions, reduce barriers, and foster respectful, person-centred care. This resource supports our ongoing commitment to equality and inclusive practice across UHNM.

#### **EDI Midwife awarded Rising Star honour**



UHNM's first Midwife dedicated to equality, diversity & inclusion scooped the rising star award for her innovation and effective initiatives. Keelie Grindley joined UHNM in November 2024 with the aim of improving outcomes for those from marginalised groups and communities

The role includes ensuring fair treatment and equal opportunity is available for the maternity workforce at UHNM while making the environment accessible and inclusive for both patients and staff.

"A large amount of my work is to improve outcomes for global majority women and birthing people because the data over the last five years has shown us that they are massively at risk of morbidity and mortality in maternity in the UK compared to white women. My role is to look to close these gaps regionally, by developing equitable and accessible services and developing education for the maternity workforce.

Due to her work and advocacy for equality within maternity services, Keelie was nominated for the Rising Star Award at the Black Maternal Health Awards UK which celebrates excellence across maternal healthcare. Together, they recognise outstanding contributions in care quality and access, maternal mental health, policy change, education and empowerment, and community support networks.



## **Patient story**

#### Compassionate and inclusive maternity care

Sophie Jebb Bowman, 32, from Burslem, shared her heartfelt story of exceptional maternity care provided by UHNM community midwife Sharon Seadon. Sophie, who lives with autism and mental health challenges gave birth to her son Harvey and described Sharon as her "absolute hero" and praised her for the understanding and support she offered throughout pregnancy and after Harvey's birth. "I was very fortunate to have such a committed, caring, supportive midwife. Sharon was so understanding of my mental health needs and my autism.

Each appointment she was always so thorough, professional, and committed to mine and Harvey's welfare." Recognising Sophie's individual needs, Sharon tailored her care with sensitivity and flexibility. She scheduled appointments around Sophie's routine and her husband's work schedule, ensuring continuity and emotional support.

Sharon identified signs of high blood pressure and ensured Sophie was admitted to the Maternity Assessment Unit. Sophie went on to deliver Harvey early due to pre-eclampsia—a potentially life-threatening condition. "Sharon essentially saved mine and baby's life by identifying the pre-eclampsia," Sophie shared. "She reassured me when I was apprehensive about going into hospital. Her calm, kind manner helped me stay focused and feel safe." Following Harvey's birth, Sharon continued her care, checking in with Sophie and ensuring she received support with breastfeeding—a journey that might otherwise have ended prematurely.

Reflecting on her experience, Sophie said: "Her wisdom, expertise, and caring nature really helped me and my baby. When she came to do my discharge, I was so emotional, in a good way. She had such a positive influence in our journey. She is a massive credit to the NHS.

#### **UHNM Inclusion Awards**

National Inclusion Week 2024 saw our first UHNM Inclusion Awards, an opportunity to showcase and celebrate the amazing work that individuals and teams across UHNM are doing to enhance equality and inclusion for patients and colleagues. Dozens of nominations were submitted for the Service User and Employee Inclusion Awards.



The Gold award was awarded to the Colposcopy Service for their work on tackling health inequalities by encouraging attendance at appointments. The project involved identifying referrals from marginalised groups and making contact in advance to ensure any adjustments and support are in place, this has included extended appointment times, adapted wristbands and playing music to accommodate sensory needs, hoists and easy read information amongst others. Feedback has been very positive and appointment DNA rates have reduced.

The Employee Inclusion Gold Award went to the Emergency Department Wellbeing Team, who listened to colleagues about what could make things better and as a result a fully functioning breastfeeding room within the department is open to any UHNM



colleague and is equipped with a milk fridge, breastfeeding chair, lockable door, leaflets, breast pads and a mirror.

The department also supported colleagues observing the holy month of Ramadan. With the challenges of delivering quality patient care in a very busy environment like the emergency department, it can be difficult for practicing Muslims to honour Ramadan while on duty. The wellbeing team recognised the importance of prayer and fasting and also the specific timings involved with Iftar and Suhoor which can be impacted by working shift patterns.

In response a space was identified in the department and prayer mats, head coverings, chilled bottled water and dates for breaking fast, provided.

Feedback has been very positive, and one colleague said, "I feel as a department they strive to make the working environment a better place for all and it is shown in the little things they do and provide."

The awards proved to be so successful, that a new equality, diversity and inclusion award category has been added to the Trusts Night Full of Stars 2025, which is our annual staff awards event.

# **Our People**

In this section we highlight the activities undertaken during the year to meet our strategic priority areas for workforce development, focusing on creating an inclusive, diverse and supportive environment where all staff can thrive and contribute to the delivery of excellent care.

#### Commitment to anti-racism

We are taking our commitment to anti-racism seriously, working towards an environment where all colleagues, patients and visitors, from all backgrounds can thrive, free from discrimination. We introduced a new <a href="Anti-racism Statement">Anti-racism Statement</a>, which sets out in clear terms the trust's commitment to becoming an 'antiracist organisation'.

We are focusing, with the support of our Ethnic Diversity Staff Network to identify racism and bias in policy, process and culture. A Race Equality Task and Finish Group is leading this change through innovative actions informed by the lived experiences of our people and learning from best practice.

The three priorities that the group is targeting are:

Debiasing recruitment & selection processes

Improving equity in career development /promotion

Tackling harassment, bullying and abuse

The Task and Finish Group continues to meet monthly and will monitor progress of the implementation phase of the recommendations.



## **Sexual Safety**

UHNM was an early adopter of the NHS Sexual Safety Charter. We commit to a zero-tolerance approach to any unwanted, inappropriate and/or harmful sexual behaviours towards our workforce. We commit to the 10 standards of the charter:

01

Working to eradicate sexual harassment and abuse in the workplace



Promoting a culture that fosters openness and transparency



Taking an intersectional approach to the sexual safety of our workforce



Providing support for those who experience unwanted or inappropriate sexual behaviours



Clearly communicate standards of behaviour



Ensuring appropriate, specific, and clear policies are in place



Ensuring appropriate, specific, and clear training is in place



Ensuring appropriate reporting mechanisms are in place for those experiencing these behaviours



Taking all reports seriously and appropriate and timely action will be taken in all cases

10

Capturing and sharing data on prevalence and staff experience transparently We have been working with specialist sexual safety specialists Lime Culture and developed an action plan that covers training, specialist support and policy, progress is monitored through a Sexual Safety Steering Committee.

## **UHNM Diversity Staff Networks**

Our Employee Diversity Networks continue to grow and develop. Each Network has a chair with protected time, and the support of an Executive Sponsor, whose role is to ensure the voice of the networks is heard and acted upon at Board level. The Networks identify priority areas of focus and work in partnership with the organisation in the shaping and delivery of initiatives to improve colleague experiences based on their lived experiences. This section showcases some of the initiatives the Networks have supported this year.











#### Launch of the Sunflower Hidden Disabilities Scheme

We were delighted to launch the Sunflower Hidden Disabilities Scheme during Disability History Month in December. Wearing a sunflower lanyard, or badge is a simple and discreet way to indicate that the wearer has a hidden disability and may need additional support.



We have also increased the number of Disability Champions to over 30. Disability Champions are UHNM colleagues and members of the Trust's Disability Network who are passionate about supporting people with disabilities and long term health conditions. Champions have undertaken specialist disability training and can provide confidential peer support to colleagues and new starters.



## 'We're People Too' Campaign

'We're People Too' is a new campaign, developed in collaboration with our Staff Networks showing messages from UHNM colleagues who have experienced some form of physical or verbal abuse while at work. The campaign is aimed at raising awareness and reinforcing a zero-tolerance approach to all forms of abuse towards UHNM staff, including physical, verbal, racial, and disruptive behaviour.





# Men's and Women's Health Groups

Our women's health group was set up in September 2024, to provide a safe and supportive space to discuss and improve women's health and wellbeing in the workplace. The group focuses on breaking the stigma and raising awareness of women's health topics and has held drop in sessions, webinars and podcasts on subjects such as menstrual health, menopause and pelvic floor health.



The men's health group continues its focus to raise awareness on key issues impacting on men's health and wellbeing. Topics have included a suicide awareness workshop, sessions on alcohol abuse and healthy work-life balance.

A resource library of podcasts is available, with recorded conversations with specialists and colleagues with lived experience covering topics such as prostate health, fatherhood, baby loss and post-natal depression in men.

#### .Seventh Cohort of Project SEARCH Graduates

The Project SEARCH programme at UHNM gives 18 to 24 year-olds with disabilities and learning difficulties the opportunity to work at our hospitals to gain vital experience to help with future employment prospects, independence and confidence.

The initiative, which is in partnership with Sodexo and Newfriars College has helped more than 30 young people with disabilities to find paid employment since it began. The graduates from our seventh cohort have worked in areas including the hospital restaurant, housekeeping and Royal Stoke's older adult's ward.



#### **LGBTQ+ Inclusion Awareness**

Working in partnership with Project 93, the LGBTQ+ Staff Network has co-created transgender awareness training for all colleagues, in addition to collaborating with other networks across Staffordshire and Stoke on Trent in creating a LGBTQ+ Toolkit.





We continued to meet all our statutory and regulatory reporting requirements in relation to EDI - including submitting our Workforce Disability Equality Standard (WDES), Workforce Race Equality Standard (WRES), Gender Pay Gap:

## **Workforce Race Equality Standard**

Our workforce ethnicity data shows consistent increases in Black, Asian and Minority ethnic representation, increasing to 29.2% at 31<sup>st</sup> March 2025.

This year's set of WRES metrics demonstrate progress in advancing racial equality at UHNM, including notable reductions in reports of harassment, bullying and abuse and improved confidence among colleagues regarding fair opportunities for career progression and promotion. There have been improvements in the race disparity ratio (which measures career progression rates) and a significant increase in ethnically diverse colleagues in senior roles, particularly at Band 8A. These gains reflect early impact from the Race Equality Task and Finish Group's focus.

Of the nine WRES indicators, six have improved, two are stable within acceptable range, and one has declined – this being a widening gap in board representation compared to the overall organisation.

Our WRES, WDES and Gender Pay Gap Reports can be read in full, together with the actions plans on our Trust Website. For 2025/26 we will begin formally reporting an ethnicity and disability pay gap.

# **Workforce Disability Equality Standard**

The 2025 WDES results show continued year-on-year improvement in the experiences of colleagues with disabilities or long-term conditions, with 9 out of 10 metrics improving. This reflects UHNM's sustained focus on workplace adjustments and embedding inclusive practices into policy and practice.

Whilst 5.7% of colleagues have shared their disability status on the ESR system, nearly 28% of respondents to the 2024 National Staff Survey stated that they were working with a physical or mental health condition expected to last 12 months or longer.

During 2024-25, our Disability Staff Network self assessed the organisation and we gained Disability Confident Employer status, recognising the improvement in disabled colleague experiences.



# **Gender Pay Gap**

The 2024-25 Gender Pay Gap shows continued improvement. There has been a 1.2% reduction in the median pay gap to 8% and a 1.3% reduction in the mean pay gap to 24.6%.

The main factor in our gender pay gap is that there is a higher proportion of males in higher pay quartile roles. Females represent 76% of the UHNM workforce and yet represent only 64% of the upper pay quartile. Men represent 24% of the workforce but are over-represented in the upper pay quartile at 36%.



# **Events that celebrate our diverse workforce and communities**

We produce a cultural calendar every year to mark important events that celebrate our diverse community and workforce, the following are some of the activities held during 2024-2025

#### Iftar Celebration

Over 150 colleagues from across UHNM came together at a free Iftar gathering to mark the holy month of Ramadan. The event was supported by UHNM Charity and Sodexo and is the second year we have held the event. Colleagues attended with family members and friends to share in prayer and break their fast with a communal meal.





#### **Mental Health Awareness Week**



We marked the theme of movement – moving more for our mental health by encouraging colleagues to build movement into their working day with simple and accessible ways such as walking and stretching. The campaign promoted inclusive approaches to physical activity and how it helps reduce stress, improve focus, enhance sleep and support overall mental wellbeing.

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# **Race Equality Week**



February's National Race Equality Week was an opportunity for the organisation, supported by the Ethnic Diversity Network to mark a meaningful step toward building an inclusive and equitable workplace.

Centred around the theme 'every action counts' the week served as a powerful reminder that individual actions, no matter how small, can collectively drive significant change.

#### **Pride Month**



Pride month was celebrated with a range of drop in sessions and awareness, and UHNM was present as always at Stoke on Trent Pride, along with other NHS providers in Staffordshire and Stoke on Trent, we highlighted the work we have been doing in achieving our responsibilities of the NHS Health and Care LGBTQ+ Inclusion Framework

## **Disability History Month**



UHNM joined our Integrated Care System partners in a Disability History Month event, where best practice, colleague stories and an empowering session on self advocacy featured.



#### Diwali



As part of Diwali celebrations, we embraced the theme Tamasoma Jyothirgamaya – 'from darkness, lead us to light,' and the focus on coming together as one team, fostering unity, inclusivity and shared joy.

#### **Armed Forces Week**

A series of events were held to mark Armed Forces Week recognising and celebrating the contributions of our armed forces communities.

Drop in sessions, wellbeing events and an armed forces breakfast event, with British Legion and local armed forces charities and networks joining UHNM in marking the week.







# South Asian Heritage Month

South Asian colleagues make a significant contribution to the NHS and at UHNM and we celebrated the stories that contribute to the vibrant south Asian community, and to honour the impact of South Asian heritage.



# **Black History Month**

The theme for Black History Month was Reclaiming Narratives, recognising and correcting the stories of Black history and culture. A number of awareness events and activities were held throughout October including drop in sessions for colleagues to pledge their commitment to race equality and wear a see ME first badge. The Ethnic Diversity Network led a range of 'in conversation' events exploring themes such as personal branding and barriers to speaking up. Delicious BHM themed menus were on offer in our hospital restaurants.







# **International Women's Day**

UHNMs Women's Network celebrated International Women's Day on 8<sup>th</sup> March with engaging events to empower women, this included the creation of a vibrant textile banner symbolising strength, diversity and unity, a poem that captured the words of colleagues to the question – what do women want in their professional and personal lives? A 'Bake Off' competition and an informative financial wellbeing for women online seminar were also held.





# Looking forward: Our priorities for the year ahead

This report outlines the progress made across UHNM in 2024–25 and sets the direction for the year ahead. Anchored in our new UHNM Strategy, we are focused on delivering measurable impact for our patients, our population, and our people through our delivery plans (overleaf).

Our commitment to the six high-impact actions of the NHS Equality, Diversity and Inclusion Improvement Plan will be embedded within our organisational priorities for 2025–26.

Progress will be driven through robust delivery plans and tracked against defined KPIs, including patient satisfaction, the National Staff Survey, WRES and WDES and Equality Delivery System outcomes, and equity metrics such as gender, ethnicity, and disability pay gaps.

We will continue to centre the voices of our patients, staff, and communities—through our Hospital User Group, Patient Leaders, and Staff Networks—to ensure that lived experience informs the actions we take to eliminate discrimination, bias, and inequity. This work is fundamental to meeting our Public Sector Equality Duty and to building a truly inclusive organisation.

# **Our People plan**

We will create an inclusive workplace where everyone learns, thrives, and makes a positive difference

#### What we will do:

We will improve our work environments and wellbeing offers, actively champion diversity and support the health and wellbeing of our people

We will offer exceptional learning and development opportunities, and establish clear, inclusive career pathways for our current and future workforce

We will be a place where our offers and practices continue to improve the flexibility, adaptability and sustainability of our workforce

#### How we will do it:

We will support mental health, underpinned by social and psychological wellbeing. We will support physical and financial health and wellbeing.

We will provide safe environments and workplaces with appropriate facilities to support everyone in performing their roles effectively.

We will increase engagement and the sense of belonging; by continuing to improve our focus on equity, diversity, inclusion and hearing the voice of our people.

We will provide excellent learning, education and professional development opportunities to meet our people's diverse needs, including functional and digital skills.

We will develop the capability and competency of our managers and leaders

We will establish and define career pathways, with fair pay, and ensure career equity and inclusion in career progression opportunities for our current and future workforce.

We will develop more flexible offers and targeted creative strategies to attract and recruit talent and support proactive succession planning.

We will support teams to be flexible and agile, by improving how they work together to manage service demands, navigate change, adapt their mindset and behaviours.

We will improve our people systems and processes to help colleagues identify, respond to and resolve problems early, fairly, consistently and compassionately.

# **Our Patients plan**

We will provide timely, innovative and effective care to our patients

#### What we will do:

We will transform services to deliver seamless, person care pathways that are closer to, or in a person's home, where possible

We will embed a culture of continual improvement and innovation to deliver top quartile performance across national standards

We will excel in delivering excellent patient outcomes; learning from best practice, feedback, incidents and lived experience

#### How we will do it:

In collaboration with system partners, we will transform end to end emergency care pathways to ensure patients get the right care, in the right place, as quickly as possible.

We will develop timely, efficient, digitally enabled elective care pathways

We will deliver nationally recognised best practice discharge planning

We will equip our staff with the knowledge and skills to adapt and improve, to create a person centred environment where staff feel confident to problem-solve and apply best practice approaches to improve patient outcomes, patient experience and staff experience.

We will work collaboratively with patients, their families, carers, and our population to ensure we plan and deliver person centred services that deliver top quartile performance.

We will develop outstanding leaders who use data to drive and inform continuous quality improvement, and who lead high performing and engaged teams.

We will maximise innovation, research and technology opportunities to inform transformation, reduce variation and deliver consistently high standards of care.

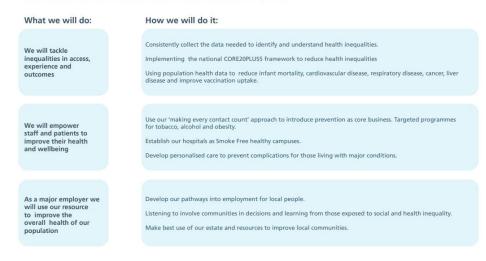
We will empower staff and patients to improve safety, encouraging open conversations where staff and patients can highlight successes, identify potential risks early, and contribute to continuous improvement.

We will support our staff to learn, share ideas, and implement the most effective, productive and sustainable ways to care for patients.



# **Our Population plan**

We will improve the health of our population and reduce inequality.



# **Appendices**

• Service User and Workforce Demographic Report

# **Contact:**

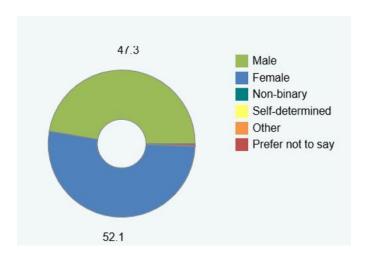
For more information about Equality, Diversity and Inclusion please contact our Organisational Development, Culture and Inclusion Team at <a href="mailto:people.od@uhnm.nhs.uk">people.od@uhnm.nhs.uk</a>



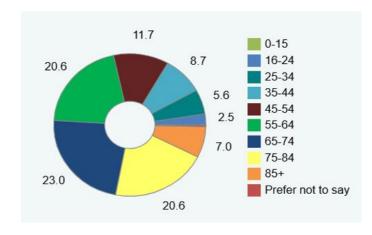
# Appendices - Patient and Workforce Profile (as at 31st March 2025)

## **Patient Profile**

#### Gender:

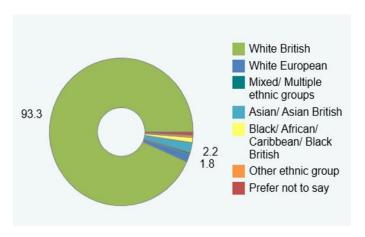


# Age:

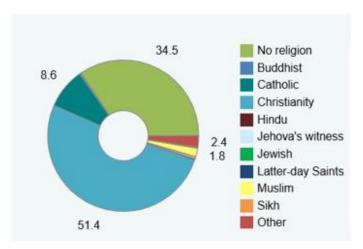


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# **Ethnic Group:**



# Religion/Belief:



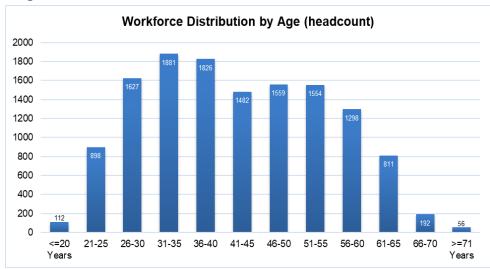


## **Workforce Profile**

# Gender:

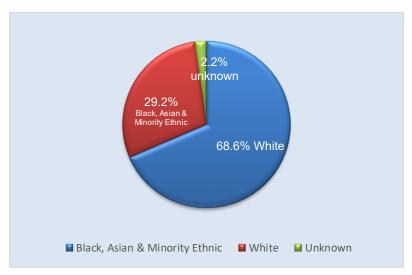


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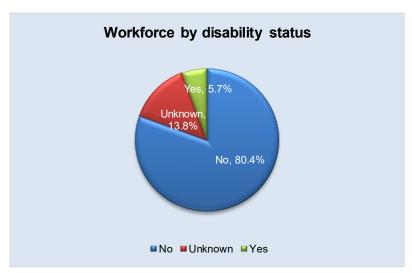


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# **Ethnic Group:**



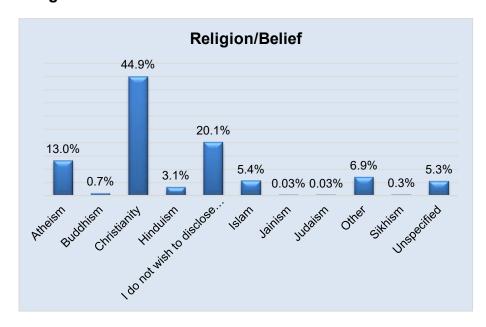
# Disability:





Disability Category (ESR)	%
Long-standing illness	32.4%
Learning disability/difficulty	19.8%
Other	12.9%
Mental Health Condition	11.6%
Yes (unspecified)	9.0%
Sensory Impairment	7.4%
Physical Impairment	6.8%

# Religion / Belief:



## **Sexual Orientation:**



