

The Equality Delivery System for the NHS

Treating everyone in a good and fair way and making sure everyone has a say



Different NHS groups run health services like hospitals, walk-in centres and local health centres.



This leaflet talks about some things NHS groups should do.



These things will help NHS groups make sure

- they treat everyone in a good and fair way
- people can have a say in their work.

Things all NHS groups should do



- 1.** NHS groups should agree how they will talk to local people and their staff about the work they do.



- 2.** NHS groups should see who else they need to work with – like patients, staff and local groups.

They should make sure everyone can be part of their work.



- 3.** NHS groups should have lots of information to show

- how well they are treating people
- what they need to do next.

More things NHS groups should do



- 4.** NHS groups should agree with the local council how they will both make sure everyone is treated in a fair way.



- 5.** NHS groups should work with their patients, staff and other local groups to check how fair health services are.

NHS groups should share their information in ways that everyone can understand.



- 6.** NHS groups should decide with their patients, staff and other local people if people are being treated in a good and fair way.

More things NHS groups should do



7. Everyone should agree 4 or 5 things the NHS group should do next to treat all people in a good and fair way.



8. NHS groups should make sure these 4 or 5 things are a big part of their work from now on.



9. NHS groups should tell everyone

- how well they are doing to treat people in a good and fair way
- what they will do next.