

# NHS Lothian Equality Mainstreaming Report 2018 – 2021



Navigation



**Equality**



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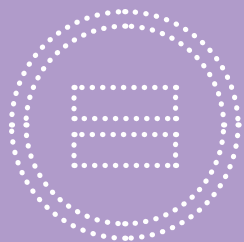
**No Barriers**

NHS Lothian published our last set of Equality Outcomes in 2018.

We thought about how we could increase Equity, and remove barriers for people.

We set the outcomes out in a [strategic framework](#) with four inter-locking features – on this poster we have given a snapshot of our progress under each heading, with some links to further information.

# Access





### Need an interpreter or a translation?

Please contact us on **0131 536 2020 option 5**  
(62020 option 5) or email  
[Staffbank.its@nhslothian.scot.nhs.uk](mailto:Staffbank.its@nhslothian.scot.nhs.uk)

**Opening hours** : Mon-Fri 8am-8pm Sat-Sun  
9am-5pm. Out-of-hours please phone the  
NHS Lothian switchboard on 0131 536 1000.

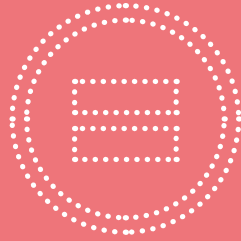


From 2018/19 to 2019/20, we have seen the use of our Interpretation and Translation Service go from just over 29,000 appointments to more than 41,000. We have also employed 2 BSL interpreters who now cover 75% of our demand for that language.

We have supported the development of [Connect Here](#) in Edinburgh, a model of good practice in making community resources visible and accessible, revised and refined in response to the pandemic.

Since September 2020, we have made [videos](#) in 9 community languages, including BSL, presented by local community members, about the 'flu vaccination, Test & Protect, and the Coronavirus Vaccination. These have been shared widely on local social media groups, with very positive feedback.

# Compassion



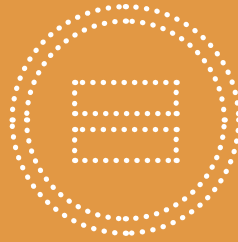
- The House of Care approach in Midlothian has evolved into “the Midway Approach” looking for what is strong, not what’s wrong. It focuses on good conversations, is trauma informed and addresses health inequalities. It strengthens our capacity to design and deliver services that work with people in the context of their life. **Good conversations** are about preparing and enabling people. They focus on what **matters** to the person, rather than “what is the matter ”. **Trauma Informed** is about designing our services and equipping our staff to recognise and respond to the impact of trauma. **Health Inequalities** are about designing our services and equipping our staff to address the unfair disadvantages people face. The Midway approach includes the concepts of **shared decision making** and **supported self-management**. It is **asset based**, recognises the role of **communities** and is **human rights based**.

In 2020/21, Midlothian delivered 6 cohorts of Good Conversations and 12 Bite Size workshop series, on various topics including weight stigma, grief, money worries, homelessness to 166 participants.

- The NHS Lothian Celebrating Success Awards recognise staff who embrace the organisations core values. The Caring Champion of the Year, and the Lynn Jackson Nurse of the Year Award in particular celebrate compassion and are designed to inspire staff to demonstrate exceptional levels of care and compassion in their work.
- We made sure that everyone who completed the Leading Better Care Programme (open to all applicants) or the Excellence in Care Development Programme for nurses who manage other staff, got at least half a day of face to face training in equality and diversity. This reached approximately 180 staff with leadership roles over the 2018 – 21 period.



# Participation



The right to have a say in decisions that affect us – “nothing about me without me” – is a fundamental part of current NHS Scotland Policy and Practice.

- In order to make our services and decisions better informed by people who live in Lothian, we have set up a **Get Involved Network** which links people directly to our Healthcare Governance Committee deliberations, Impact Assessment discussions, and other opportunities to influence what we do.
- Within our Quality Academy work we have given initial training in the **Experience Based Co-Design** approach to every cohort of learners since 2018– that is more than 200 of our leaders in improving quality.

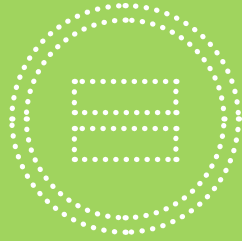
Within our organisation, we now support four vibrant Staff Networks to meet together, share their experiences, and make their voice more prominent in the functioning and decision-making of the organisation:

- Black and Ethnic Minority Staff Network
- Disabled Employee Network
- LGBT+ Staff and Allies Network
- Youth Staff Network

**Our Voice** is all about engaging the people of Scotland to make health and social care better.

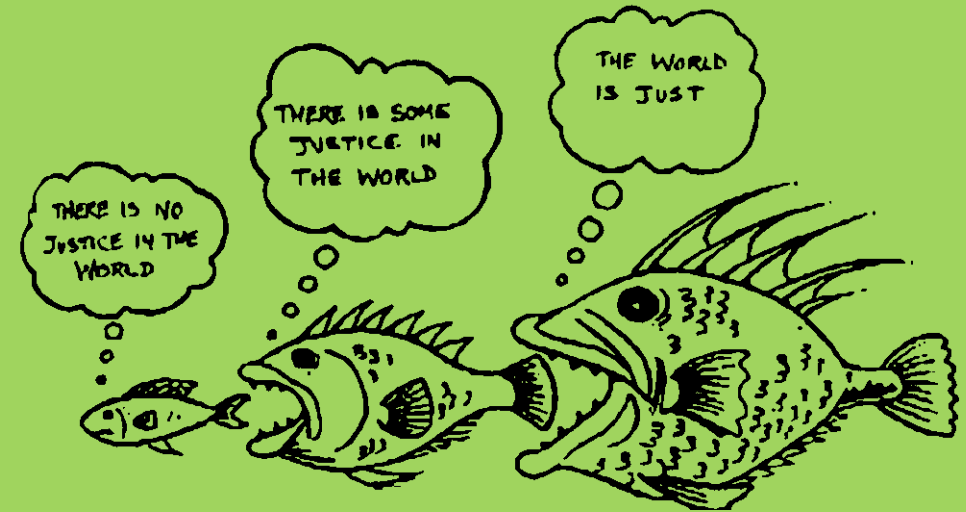


# Justice



All of our **Integrated Impact Assessment** reports are published on the [NHS Lothian website](#).

- We have done quarterly joint training sessions with our council and Health & Social Care partners, and since October 2018 we have trained more than 270 staff in how to facilitate Integrated Impact Assessment sessions.



In acknowledging that our standard systems won't work for everyone, in 2020 we gave 'flu **vaccinations** to more than 100 people with problematic drug use or who are homeless via specialist services that people know and trust. We know there were many more people who we missed, but this was an important start to a different way of getting vaccines to everyone who needs them.

NHS Lothian works with partner agencies, Police Scotland and all four Local Authorities to ensure we have robust processes in place for all Public Protection work.