

‘Seldom Heard’ – Action Plan

Responsibility	Strand	Action	Outcomes	Timescale	Comments
1.0 Regional Health Community.	All	Development of a Regional NHS communication and consultation strategy; engaging and consulting ‘seldom heard’ equalities patient groups.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.1 Regional Health Community.	All	Development of a jointly owned community involvement and engagement framework for ‘seldom heard’ equalities communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.2 Regional Health Community.	All	Co-ordination by the Region of efforts to consult and involve, avoiding consultation fatigue.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.3 Regional Health Community.	All	Development of long-term and meaningful relationships with ‘seldom heard’ equalities communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.4 NHS Trust Boards	All	Champions representing each equality strand at each NHS Trust Board level.			Refer to NHS Bristol, NHS South Gloucestershire.
1.5 NHS Trusts	All	Directors reporting to the			Refer to NHS

		Equalities Committee on what they are doing on equalities.			Bristol, NHS South Gloucestershire.
1.6 NHS Trusts.	All	GP surgeries having emergency or drop-in appointments available, thus improving accessibility.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.7 Regional Health Community	All	Development of a cross-border, inter-institutional consultation database for Local Authorities and NHS Trusts, with sophisticated search capacity and requirement to populate.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.8 Regional Health Community	All	Development of one website portal across the local NHS.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
1.9 Regional Health Community	All	Development of a Social Media Networking strategy encompassing targeted work of all equality strands.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.0 Regional Health Community	All	Use new digital media to increase and develop engagement activities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South

					West.
2.1 Regional Health Community	All	Improving communication and information about what's out there, what's available to patients.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.2 Regional Health Community	All	Audit of information available to improve accessibility.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.3 NHS Trusts	All	Regular Equality & Diversity training for all staff covering all seven equality strands, including basic training around equalities monitoring.	Culturally aware and sensitive frontline staff.		Refer to NHS Bristol and NHS South Gloucestershire.
2.4 NHS Trusts	All	Training of statutory sector professionals and clinicians in 'what is the voluntary sector/how to work with it', with added value of partnership working built into wider professional, induction and medical training.			Refer to NHS Bristol and NHS South Gloucestershire.
2.5 NHS Commissioning/Voluntary and Community Sector	All	Fund reference groups of specific, specialist providers alongside existing Health and Social Care, Older People and			Refer to NHS Bristol and NHS South Gloucestershire.

		Mental Health Networks.			
2.6 NHS Commissioning/Voluntary and Community Sector	LGBT	Establish a Lesbian, Gay, Bisexual and Trans Health and Social Care Network.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.7 NHS Commissioning/Voluntary and Community Sector	All	Funding for development work to reach smaller equalities groups. Especially targeting work with; Gypsies and Travelling communities, People with Learning Difficulties/Disabilities, Lesbian, Gay and Bisexual communities, Religion or Belief and Trans.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.8 NHS Commissioning/Voluntary and Community Sector	All	Respect the guidance that competitive tendering is not necessarily appropriate for small, local specialist services/support where the 'market' may not warrant competition.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
2.9 Regional Health Community	All	A community development approach to foster and develop Ambassadors and Champions within each equalities community.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.0 Regional Health Community	All	A community development approach to develop the			Refer to NHS Bristol, NHS

		equalities voluntary and community sectors.			South Gloucestershire and NHS South West.
3.1 Regional Health Community	All/BAME	Better use of community radio, particularly reaching out to BAME communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.2 Regional Health Community	All	Utilising community events, for example community festivals.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.3 NHS Trusts	Gender	Consultation and engagement activities on women's health and men's health.	Tackling specific gender related health inequalities.		Refer to NHS Bristol and NHS South Gloucestershire.
3.4 NHS Trusts	LGB	Consultation and engagement activities with Lesbian, Gay and Bisexual communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.5 NHS Trusts	LGBT	Implement (NHS Bristol) 10 LGBT Equality Standards across all health Trusts.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.

3.6 NHS Trusts	Gender Identity	Consultation and engagement activities with Trans communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.7 NHS Trusts	Religion or Belief	Consultation and engagement activities with communities of Religion and Belief.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.8 NHS Trusts	All	Support and develop specialist organisations that give a voice to 'seldom heard' patient groups.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
3.9 Regional Health Community	All	Co-ordinated outreach approach to engagement and involvement activities with ('seldom heard') equalities communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
4.0 NHS Trusts	All	Planning consultation events at a variety of locations, venues and times to maximise engagement with communities.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
4.1 NHS Trusts	Gypsies and Travellers	Specialist Health Workers to work with Gypsies and Travellers.			Refer to NHS Bristol, NHS South

					Gloucestershire and NHS South West.
4.2 NHS Trusts	Gypsies and Travellers	Specialist School Nurse to work with Gypsy and Traveller children and young people.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
4.3 NHS Trusts	Gypsies and Travellers	Specialist Midwife working with Gypsies and Travellers.			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.
4.4 NHS Trusts	BAME	Adopt definition BAME – Black, Asian and Minority Ethnic as recommended by the Equality and Human Rights Commission (EHRC).			Refer to NHS Bristol, NHS South Gloucestershire and NHS South West.