



Manchester University
NHS Foundation Trust

Public Sector Equality Duty (PSED) Annual Equality Information Report

January - December 2023





Foreword

Glossary

Diversity Matters
Strategy

Governance

Improved patient access, safety
and experience

A representative and
supported workforce

Inclusive Leadership

 The control bar at the bottom of the page can be used to navigate the report. Simply click an icon or section to jump to that section. You can also read the complete *Diversity Matters Strategy* at any point by selecting the *Diversity Matters* logo. 



Improved patient access,
safety and experience

A representative and
supported workforce

Inclusive leadership

Celebrating Diversity



This year's Manchester University NHS Foundation Trust's (MFT) Annual Equality Information Report reflects a range of activities that the Trust has undertaken to create a service that supports our diverse communities, has a greater understanding of the health inequalities that impact those communities and acknowledges the work we undertake to ensure our diverse workforce can flourish and deliver the best service.

As part of this MFT continues the implementation and development of the EPIC Hive Electronic Patient Record (EPR) system, an improvement programme which unifies how we manage and provide patient care across all our hospitals and creates a greater opportunity to develop services for our local communities.

Delivery of the new MFT Diversity Strategy 2024-2028 is due later this year, having engaged with patients, staff and the communities we serve, ensuring we focus on activity that makes a positive difference to those with protected characteristics. Backed by NHS England's EDI Improvement Plan and the six High Impact Actions MFT will remain focused on addressing prejudice and discrimination that exists through behaviours, policies, practices, and culture.

A representative and inclusive workforce is at the core of the Diversity Matters Strategy, with initiatives launched and revised to provide better support to staff wellbeing and representation.

The 'Removing the Barriers' Programme, launched to balance representation of Black, Asian and Minority Ethnic) staff at senior levels was evaluated by a Task and Finish Group and has prompted further developments. In addition, the introduction of a newly developed reasonable adjustment toolkit is creating a more accessible and inclusive workplace for those with disabilities in our workforce.

Lastly, no change is delivered without inclusive and compassionate leadership, with the skills and tools to create a working culture that enables staff to be their best. All senior leaders will have personal objectives to support positive change for those with protected characteristics, with a focus on supporting our growing group of Staff Networks.

We are committed to working together as a Trust to address inequalities wherever they may arise and provide the best possible outcomes to both patients and staff. With the upcoming refresh of the Diversity Matters Strategy, I would like to thank everyone for their steadfast contribution to making MFT a more inclusive and diverse organisation. I am delighted to introduce the 2023 Equality, Diversity and Inclusion Annual report, with examples of achievements and actions taken to deliver on our strategic objectives.

Peter Blythin

Group Executive Director of Workforce & Corporate Business 2023



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ACAS – The Advisory, Conciliation and Arbitration Service

AIS – Accessible Information Standard

BAME – Black and Asian Minority Ethnic

CCG – Clinical Commissioning Groups

CPD – Continuing Professional Development

CQC – Care Quality Commission

CSS – Clinical and Scientific Services

DPUF – Disabled People’s User Forum

EDI – Equality, Diversity and Inclusion

EDHR – Equality, Diversity and Human Rights Week

EDS – Equality Delivery System

EIA – Equality Impact Assessment

ESR – Electronic Staff Record

FTSU – Freedom to Speak Up

FFT - Family and Family Test

GEDHRC – Group Equality, Diversity and Human Rights Committee

GMC – General Medical Council

GPG – Gender Pay Gap

CEA – Clinical Excellence Awards

LGBTQ+ - Lesbian, Gay, Bisexual, Trans, Queer + Community

MSK - Musculoskeletal

MCS – Managed Clinical Service

MFT – Manchester University NHS Foundation Trust

MREH – Manchester Royal Eye Hospital

MRI – Manchester Royal Infirmary

NIHR – National Institute for Health and Care Research

NMGH – North Manchester General Hospital

NICE – National Institute for Health and Care Experience

PARS - Physical Activity Referral Scheme

PSED - Public Sector Equality Duty

PCN – Primary Care Network

RMCH – Royal Manchester Children’s Hospital

SMH - Saint Mary’s Hospital

UDHM – University Dental Hospital of Manchester

WDES – Workforce Disability Equality Standard

WRES – Workforce Race Equality Standard

WTWA – Wythenshawe, Trafford, Withington, Altrincham hospitals

WMTM - What Matters to Me



Manchester University NHS Foundation Trust (MFT), established in October 2017 is one of the largest NHS Foundation Trust in England. With over 28,000 staff, it oversees [ten hospitals](#) and community services across Manchester and Trafford on seven sites. MFT offers a broad spectrum of services, ranging from local general hospital care to specialised regional and national services.

This **Equality Information Report** provides evidence of how MFT is meeting the three aims of the [Public Sector Equality Duty \(PSED\) of the Equality Act 2010](#). The three aims of the general duty are to make sure that public authorities have **due regard** to the need to:

1. put an end to unlawful behaviour that is banned by the Equality Act 2010, including discrimination, harassment and victimisation
2. advance equal opportunities between people who have a protected characteristic and those who do not
3. foster good relations between people who have a protected characteristic and those who do not

This report details the work done in 2023 to promote **Equality, Diversity and Inclusion (EDI)** among the patients, service users and workforce at MFT, aligning with the objectives of our [Diversity Matters Strategy \(2019-23\)](#) and our vision to improve the health and quality of life of our diverse population by building an organisation that:

- ✓ **Excels** in quality, safety, patient experience, research, innovation and teaching
- ✓ **Attracts**, develops and retains great people
- ✓ Is **Recognised** internationally as a leading healthcare provider

There are 9 protected characteristics covered by the Equality Act 2010:



Our Hospitals



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This report details our performance during 2023 and contains examples of practice from across the Trust's Hospitals, Managed Clinical Services (MCS), the Local Care Organisations (LCOs) and Corporate Services. It details the diversity of our patients, service users, staff, leadership and governance for equality, diversity and inclusion.



Improved patient access, safety and experience

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Manchester and Trafford at a Glance



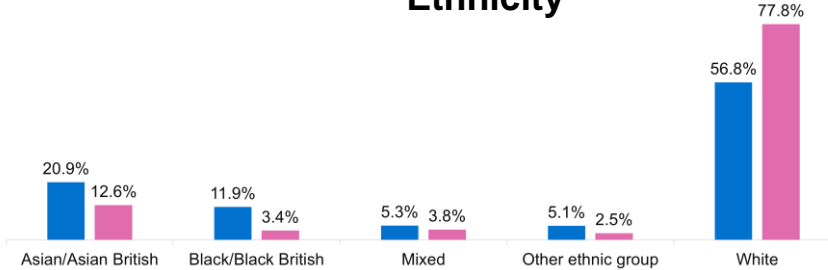
Manchester University
NHS Foundation Trust

We are the main provider of hospital care to approximately 750,000 people in Manchester and Trafford and the single biggest provider of specialised services in the North West of England. The graphs, collected from the 2021 Census data, guide MFT in customising care with key population insights, optimising services for better patient outcomes.

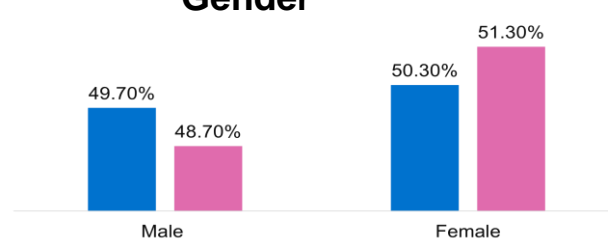
Manchester

Trafford

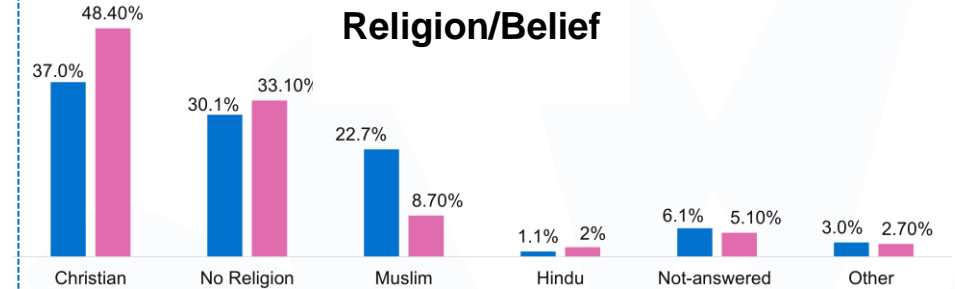
Ethnicity



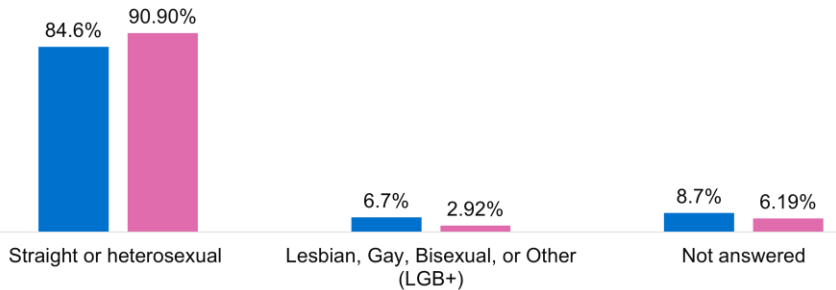
Gender



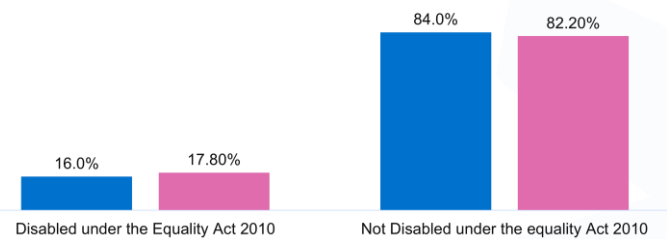
Religion/Belief



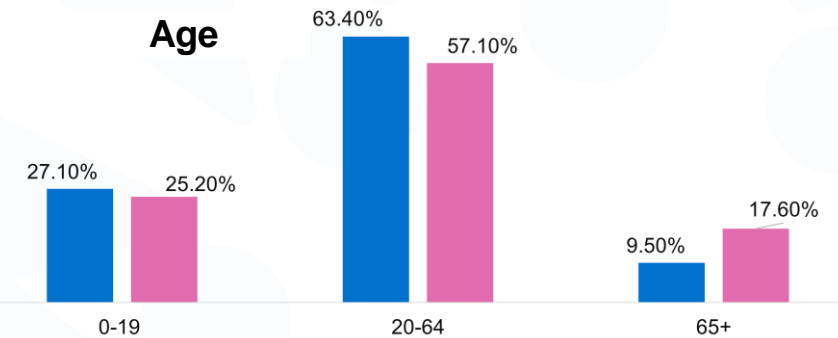
Sexual Orientation



Disability



Age



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In 2019, the Trust published '[Diversity Matters \(2019-2023\)](#)', a four-year strategy, aiming to be the best place for patient care and workplace excellence. The strategy is central to the Trust's Vision of 'improving health and well-being for our diverse population' and provides a framework for improving policies, processes and practices.

The strategy is due to be refreshed in 2024 and consultation will be planned to take place with our patients, service users and workforce, to improve how we will deliver the three aims below for the next four years (2024-2028).

1. Improved patient access, safety and experience

The results we are aiming for:

- ✓ Everyone who needs to can use Trust services.
- ✓ Individual people's health and care needs are met.
- ✓ When people use Trust services, they are free from harm.
- ✓ People report positive experiences of Trust services.



2. A representative and supported workforce

The results we are aiming for:

- ✓ Staff are free from harassment, bullying and physical violence.
- ✓ Staff believe that the Trust provides equal opportunities.
- ✓ Staff recommend the Trust as a place to work and receive treatment.



3. Inclusive leadership

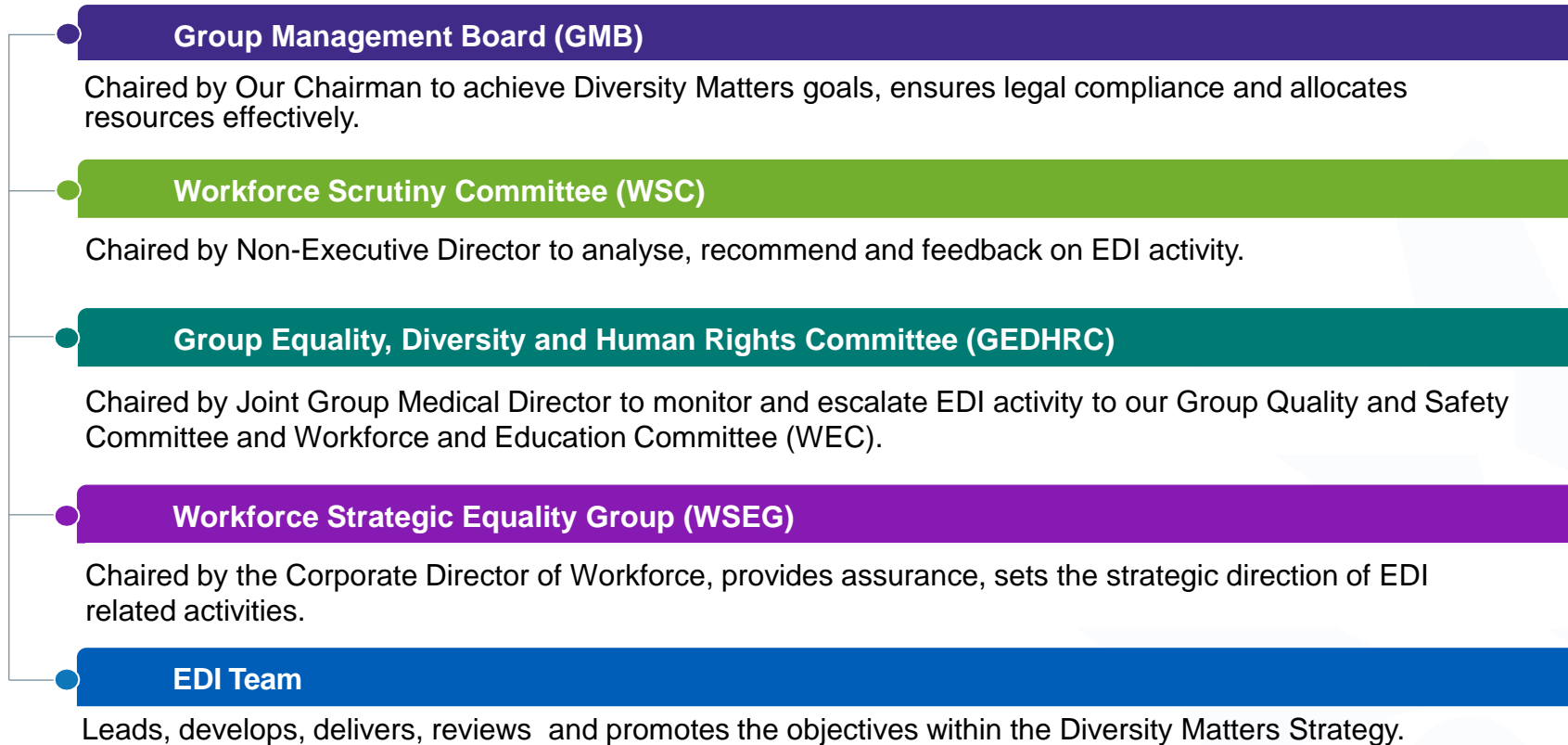
The results we are aiming for:

- ✓ Board members and senior leaders demonstrate their commitment to equality, diversity and inclusion.
- ✓ Board and Committee papers will identify equality-related impacts and how unfavourable effects will be reduced.



Our Governance structure is built on the principle of leadership and inclusion.

The diagram below highlights the overall Governance structure of how EDI activity is actioned:



Our Year at a Glance



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Health Inequalities Group created to address health disparities

Introduced Health Inequalities Framework with focus on [Core20plus5](#)

Implemented Health Inequalities Dashboard and Targeted DNA Reduction.

Appointed a Public Health Consultant



Race-focused workshops for GMB, Nurse Directors to adopt the Northwest BAME Assembly's anti-racism framework



Widening Participation Team collaborated with institutes to offer **exceptional opportunities with supported internships and study programs**



Trust joined **NHS Employers' Diversity in Health & Care Partners Programme 2023/24**



Group Chief Executive had regular meetings with staff networks



New Community Diagnostic Centres (CDCs) providing elective diagnostics (including checks, scans and tests) away from acute facilities.



Diversity Matters 2024-2028: **Listening Events** with MFT Colleagues and Communities



Six high-impact actions have been undertaken as part of the Equality, Diversity and Inclusion (EDI) Improvement Plan



Staff Network Development session introduces NHS England Staff Network Toolkit



2 New faith networks launched

113,496 Interactions, with over 132 languages and dialects, for Patients, their families and carers across the Trust



More than 120 members of staff attended the **Reasonable Adjustments training** by ACAS



Best Public Engagement Award to the Greater Manchester Research Van Collaboration by GM Health and Research awards 2023



Retained **Bronze Award for NHS Rainbow Badge**



The first NHS organisation to be awarded the **Veterans in Pride** standard, as part of Charity Fighting with Pride 2023.



350 Equality Impact Assessments (EIA) completed

350

Finalists for the national BAME awards



Partnered with Sparkle National Transgender Charity



Neurodiversity Support task and finish group established



Improved patient access, safety and experience

A representative and supported workforce

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Improved patient access, safety, & experience

The first strategic aim is to improve patient and service user access, safety and experience. The Trust always wants to make sure that patients, their caregivers, families and service users have an experience with our services that is inclusive and accessible.

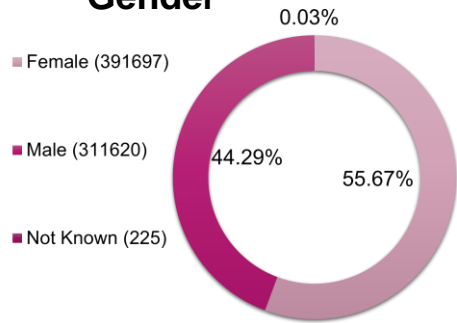
The Trust considers how its decisions will affect equality in a variety of ways. These include consulting with diverse patients and service users on decision making and carefully examining our data through the Health Inequalities Group.

This section details the activities that were carried out in 2023 towards achieving these objectives.

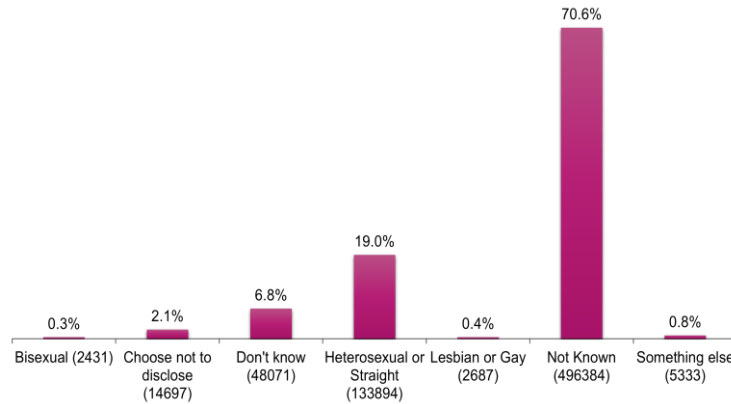
Diversity of Our Patients

The Trust recognises the diverse needs of our patients and service users and tracks demographic data to ensure safe and effective healthcare. The charts below depict the diversity of our service users in 2023:

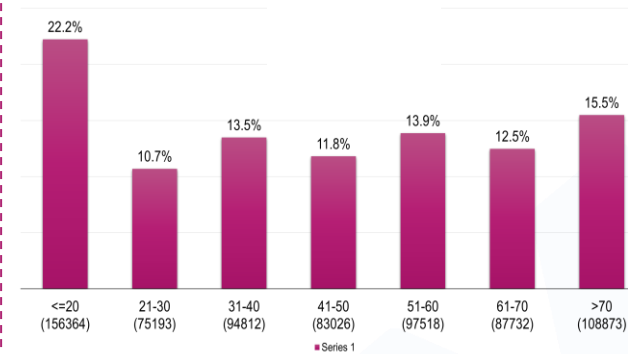
Gender



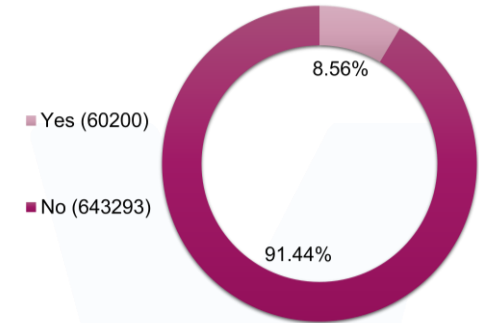
Sexual Orientation



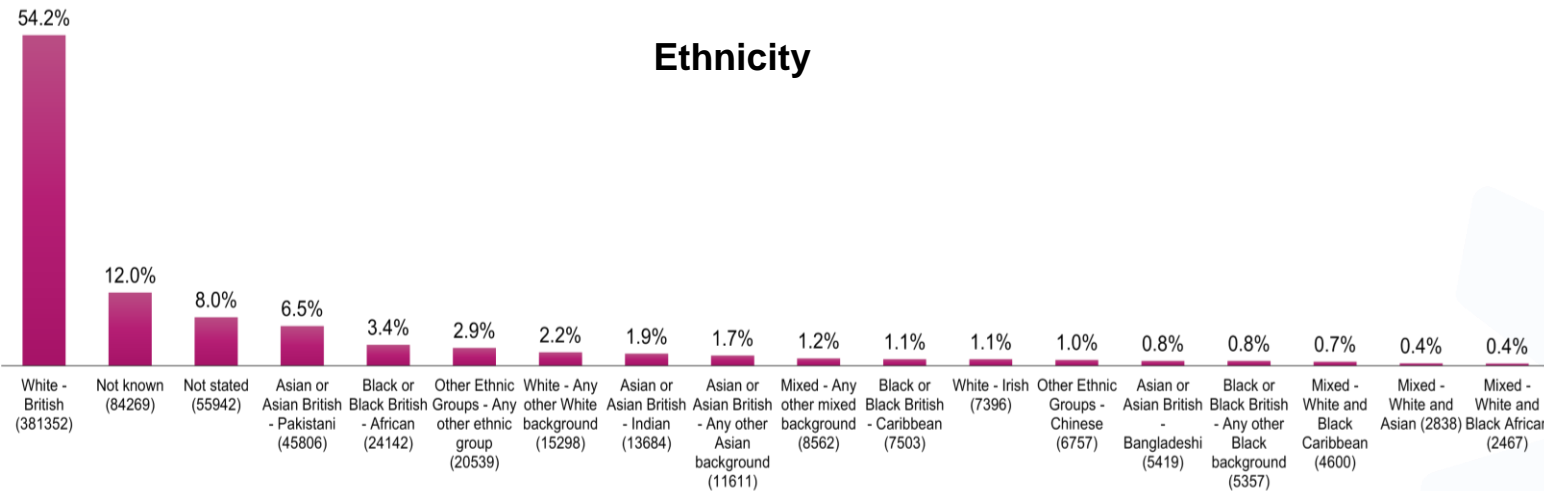
Age



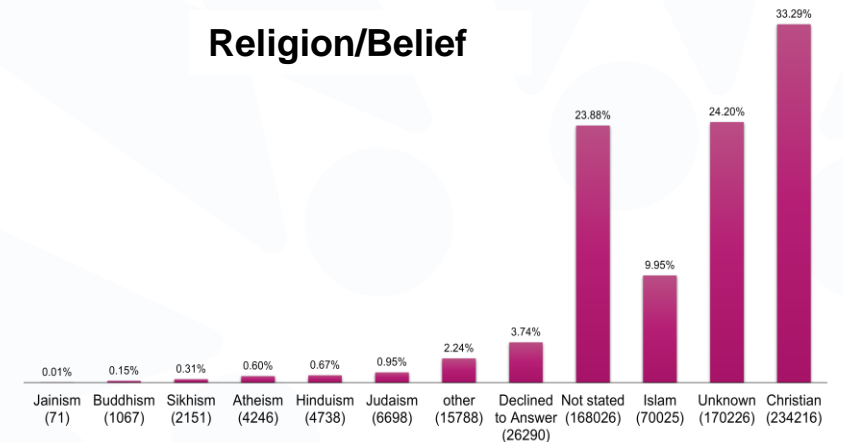
Disability



Ethnicity



Religion/Belief



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Accessible Information Standard (AIS)

The Accessible Information Standard (AIS) is a national requirement for health and social care providers to identify, record, flag, share and meet the information and communication support needs of individuals with disabilities, impairments or sensory loss. From 1st August 2016 onwards, all organisations that provide NHS care and/or publicly-funded adult social care are legally required to follow the AIS. It aims to improve services by ensuring that information is easily readable, understandable and accessible, facilitating effective communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

The AIS Steering Group brings together a diverse range of representatives from our Hospitals and services across the Trust. A new action plan was recently developed to identify the steps needed to ensure MFT is fully compliant with the standard.

In 2023 the Trust will continue to build on this foundation by:

- working with different services, such as Interpretation and Translation, Learning and Development, Patient Experience, IT systems (HIVE), and Reception Managers to meet the needs of patients and service users
- working with reception managers to implement processes to identify individual's needs when interacting face-to-face
- providing training in the next 12 months for our workforce, to ensure our patients and service users receive the service they require



Disabled People's User Forum (DPUF)

The EDI Team chairs the patient forum called the Disabled People's User Forum (DPUF). The purpose of DPUF is to listen to the views and experiences of disabled people and enable them to influence decision making within the Trust, ensuring we understand how these decisions will impact disabled people. This forum also aims to improve the access, experience and quality of health care for disabled people within our hospitals and community services.

Some of the key discussions with the Forum in 2023 have included:

- Contribution to shaping the Diversity Matters Strategy for 2024-2028
- Involvement in the ongoing rollout of the new Hive system, specifically on how to make it accessible for all patients as part of AIS, leading to the implementation of mandatory stops for staff to ensure accurate recording of patient's needs for communication. These include Braille, BSL, Easy Read and Large Font to name a few
- Feedback on Catering for patients including menu choices, crockery and communication during mealtimes
- Feedback on posters and the accessibility of the PALS & Complaints process
- Feedback to enhance overall hospital accessibility, including discussions on signage size, waiting area space, colour contrast and clock updates
- Feedback on making our new community diagnostic centres accessible to our patients

Dates of Disabled People's User Forum 2024 can be found [HERE](#).



Improved patient access,
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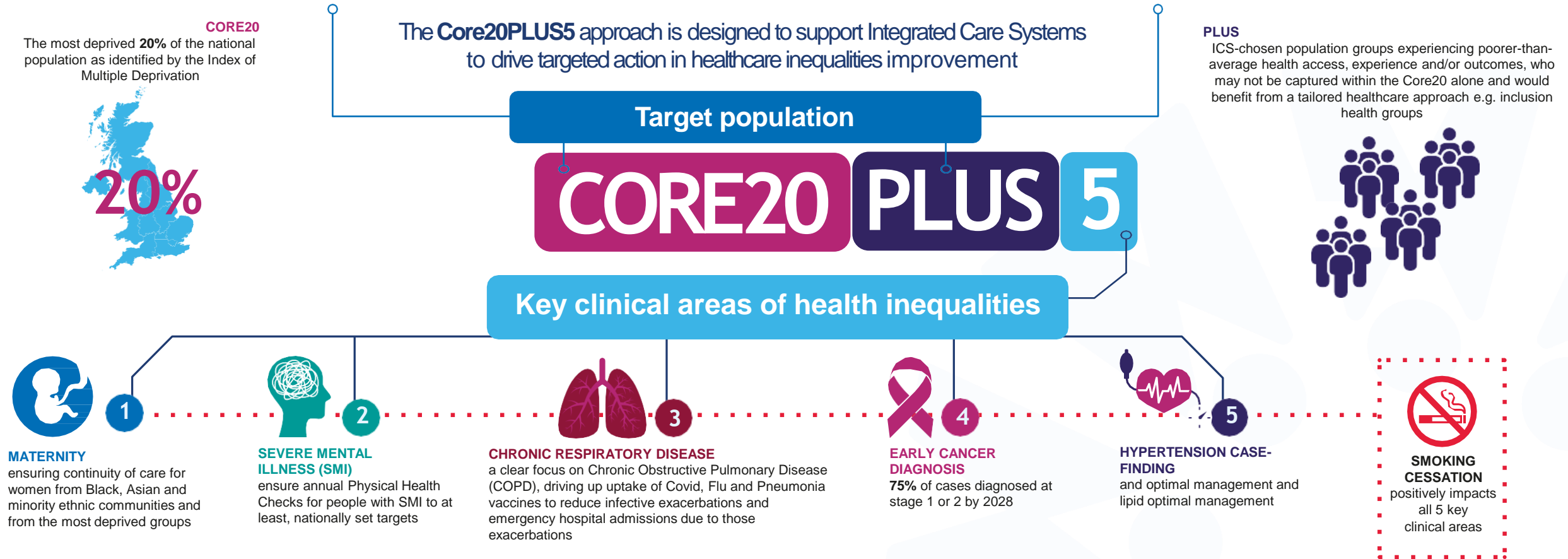
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NHS England (NHSE) introduced EDS, a National Framework, to support NHS organisations in achieving better outcomes for both patients and staff. The EDS focuses on three domains: patient care, staff treatment and leadership, with 11 standards to assess and grade equality performance. The system was refreshed in 2022 and EDS version 3 (EDS3) was launched in 2023, with our trust being one of the national pilot sites for its implementation. Post-COVID, NHSE has identified five priority areas as below and introduced [Core20PLUS5](#) clinical areas to guide efforts in reducing Healthcare Inequalities.



At MFT EDS has been rolled out across the following areas :

Domain	Service Area
Patients: Patient care pathways were reviewed to assess and enable equitable access, experience and outcomes	Saint Mary's Hospital Managed Clinical Service (SMHMCS)
Workforce	Employee Health and Wellbeing Services
Inclusive Leadership	Leadership at Group Level

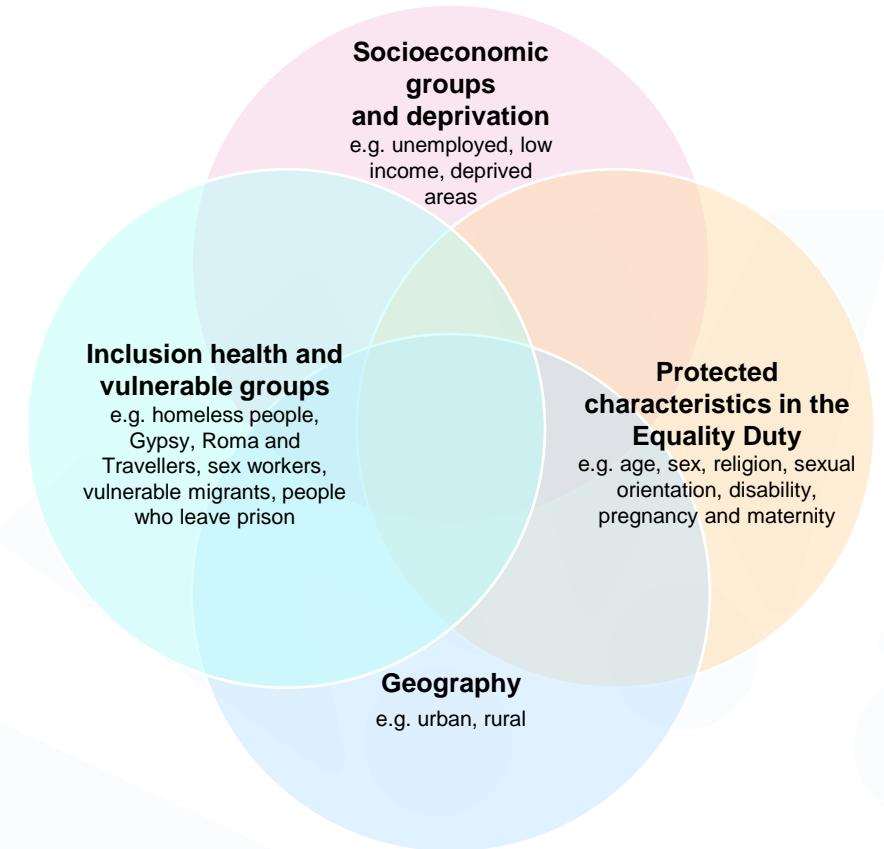
The data and evidence against EDS outcomes have been compiled, presenting narratives about existing processes, systems and procedures related to patient care and workforce functions based on protected characteristics. The objective is to produce evidence demonstrating:

- analysis of service delivery by protected groups
- engagement with the protected groups
- inclusion of equality in the governance and business process
- areas that require improvements and the relevant action plans

Service leads and the EDI team, self-assessed and graded the EDS assessment of services, based on evidence from clinics and departments. The external verification of the self-assessment and grading was conducted by an Equality and Diversity Practitioner.

MFT aims to deliver culturally sensitive, inclusive and accessible services to achieve better outcomes for our patients, staff and the communities we serve.

Our Patient Groups



[Click here to view the full Equality Delivery System Report 2022/2023.](#)



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Tackling Health Inequalities



MFT proactively addresses health inequalities through the Health Inequalities Group, established in 2021. The group also implemented targeted programs like the **Health Inequalities Dashboard** and **Targeted DNA Reduction** to address health disparities.

Health Inequalities Dashboard

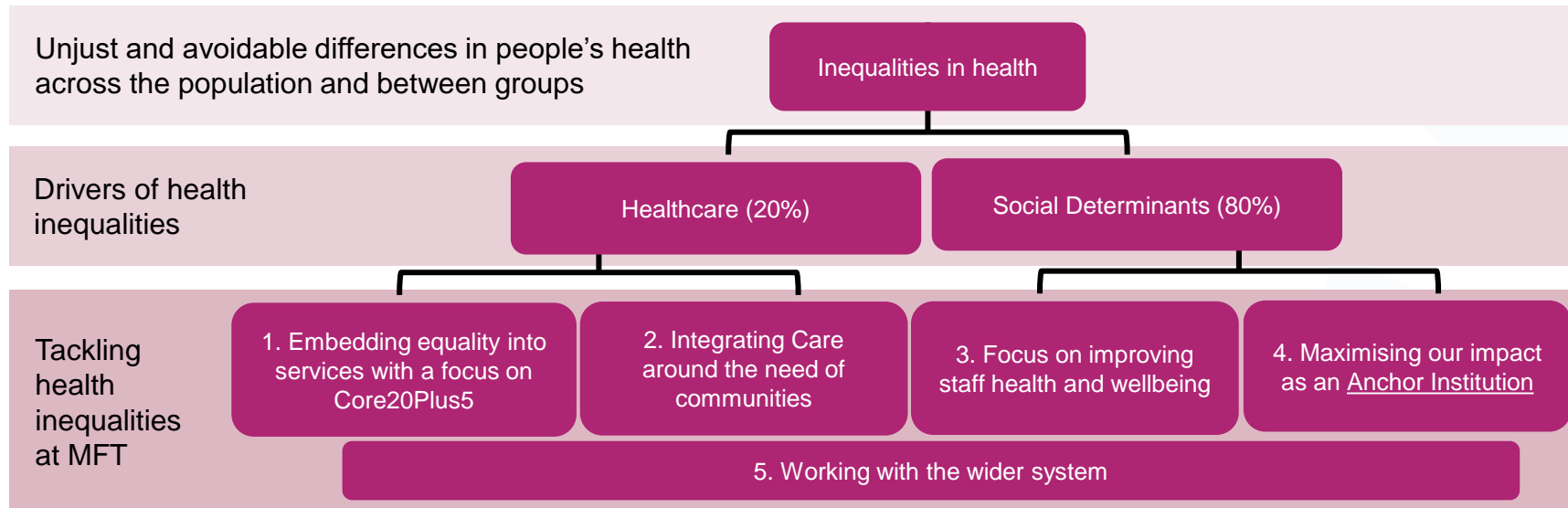
Completed in February 2023, the dashboard helps to address inequalities by providing insights across MFT. Positive site team feedback highlights improved understanding of differential access for different patient groups, guiding efforts to reduce variations.

Targeted DNA Reduction

Analysed site health inequalities data on missed appointments and waiting lists by considering factors such as deprivation and ethnicity. This helped teams target areas with higher missed appointments and guided efforts to engage residents.

2021: A Health Inequalities Group was formed to drive the organisational approach

The **Health Inequalities Framework** aims to establish a universal partnership approach for addressing health inequalities, using a common theory and adaptable progress indicators for diverse neighborhoods and planning levels.



2022: Public Health Registrar placement

2023: Appointed a Public Health Consultant in August



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Embedding equity into services, with a focus on **Core20plus5**

MFT, North and RMCH charities, provide financial wellbeing advice with Citizen's Advice Manchester to help deprived residents by:

- arranging sessions for staff to improve communication and to enhance health literacy
- developing plans to enhance access, outcomes and experiences in secondary care for bowel cancer care
- adding Breast screening sites in Manchester to address urgent care needs
- reviewing Cancer rehabilitation programme inequalities that guided service improvement
- enhancing communication in GP/secondary care and improving maternity services in North Manchester to address poverty barriers



Integrating care around the needs of communities

- Citywide collaboration initiated to tackle health inequalities by uniting the LCO, GP/PCNs and the voluntary sector
- In 2023/24, neighborhood health management focuses on Hypertension, Diabetes and Bowel Cancer screening, aligning with national priorities in **Core20plus5**
- Data-driven approach to measure Progress and impact were introduced
- Approved Healthy Hearts post, led by the LCO to enhance community-led efforts for better heart health and diabetes, aligning with Core20plus5 goals



Focus on improving staff health and wellbeing

- Feedback being reviewed to shape future Trust-wide staff health and well-being days after the successful improvement of the staff well-being strategy during a session at NMGH, which included high attendance and health checks
- Support for staff focusing on financial wellbeing with on-site outreach workers from Citizen's Advice



Maximising our impact as an **anchor organisation**

- A Trust team led by the Group Executive Director of Strategy is creating a report on anchor initiatives for the executive. It involves key stakeholders, showcasing ongoing contributions to social value and a commitment to leading initiatives in the system

Projects include:

- Widening access recruitment
- Estate development at North Manchester
- Contributions to the green agenda



Tackling Health Inequalities

Key Challenges and Areas for Future Work



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Make Every Contact Count

The Trust is working with different services to plan its strategy for brief interventions and referrals, building on the success of the [CURE program](#) for smoking cessation. We also plan to focus on tackling damp and mold issues in our patients' homes.

Digital Inclusion

Improving the benefits of new technology development, making sure it includes and helps patients with limited digital access or literacy.

Embedding Resident Engagement

Engaging residents, co-designing and listening, help prevent health inequalities when shaping services. We will continue these efforts, incorporating co-design and engagement principles into all parts of our initiatives to engage residents.

Measuring Impact

Defining key metrics to track the health inequalities plan's progress, including essential anchor organisation metrics. These measures will help the Trust assess and monitor the impact of the value added to the communities served.

Anchor Organisation

Expanding successful access and apprenticeship programs across the Trust to offer jobs to underemployed communities. Also, improving our approach to maximise community benefits from MFT's spending.



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Equality Impact Assessments (EIAs)

An EIA (Equality Impact Assessment) is an evidence-based approach designed to help organisations ensure that their policies, practices, events and decision-making processes are fair and do not present barriers to participation or disadvantages any protected groups, from participation. This covers both strategic and operational activities for our patients, service users and workforce.

In 2023, MFT conducted EIAs, addressing health disparities in Manchester especially affecting BAME groups. These EIAs were linked to socio-economic factors, lifestyle risks and specific health conditions. Ongoing challenges include limited access to specialised treatments and a significant increase in patients waiting for diagnostic tests and treatment post-Covid.

Some Completed EIAs:

Managing Clinical Risk

In the Trans Patient Clinical Assessment, the policy has been updated to address pregnancy status confirmation for trans men.

Enhancing Patient Access

Recognising mental health conditions as a barrier to Patient Initiated Follow-up (PIFU) pathway access, this involves engaging patients' carers/families in accessing the pathway.

Supporting Patients with Disabilities

MLCO Community Dental Service adapts policies for those with hearing impairments, incorporating personalised discussions and British Sign Language (BSL) interpreters for enhanced communication.

EIAs analyse the impacts on policies, procedures and functions on individuals with Protected Characteristics

The EDI team conducts EIA, consulting stakeholders and reviewing service provisions to plan and mitigate disadvantages

Manchester ranks 6th among the most deprived local authorities in England according to the 2019 Index of Multiple Deprivation

Completed 350 EIAs addressing health inequalities



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Use of Interpretation & Translation Services at MFT in 2023

The ITS handles bookings for interpreters and translation requests across MFT. They coordinate with departments, in-house interpreters and the Trust's external provider to fulfill these requests, using the following systems:

- **Face-to-Face/Video** interpreters booked using ITAMS and managed by the ITS Admin Team
- **Calls** with Telephone Interpreters are made on-demand using the service provided by [DA Languages](#)
- Requests for **Written** Translations are made by contacting the ITS Admin Team via e-mail

113,496

Interactions, with requests for over 132 languages and dialects, for Patients, their families and carers across the Trust.

42,679

Requests for a Face-to-Face interpreter and 741 requests for a Video Interpreter.

576

Requests for written translations for texts to be translated to/from 47 languages, including Braille and Easy-Read English.

741

Requests for a Video Interpreter.

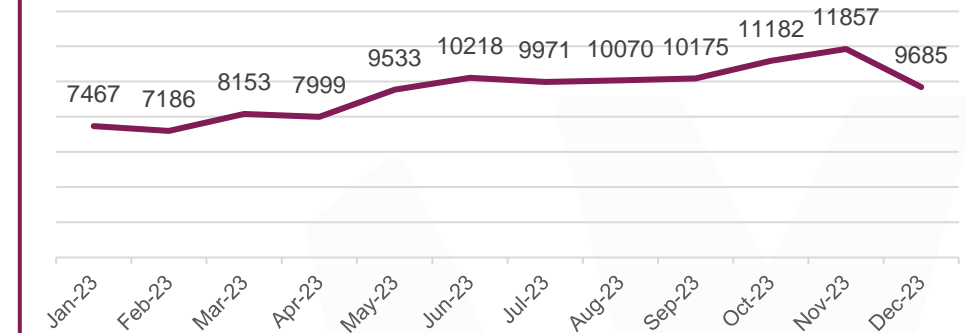
69,500

Phone calls with a Telephone Interpreter took place, for a total of 1,203,274.8 minutes (20,054 hours 33 minutes).

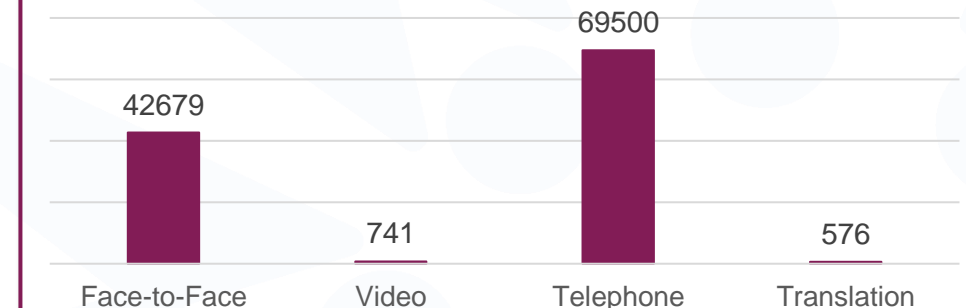
1,888

Requests for a BSL interpreter.

Total Interactions with ITS in 2023 - MFT



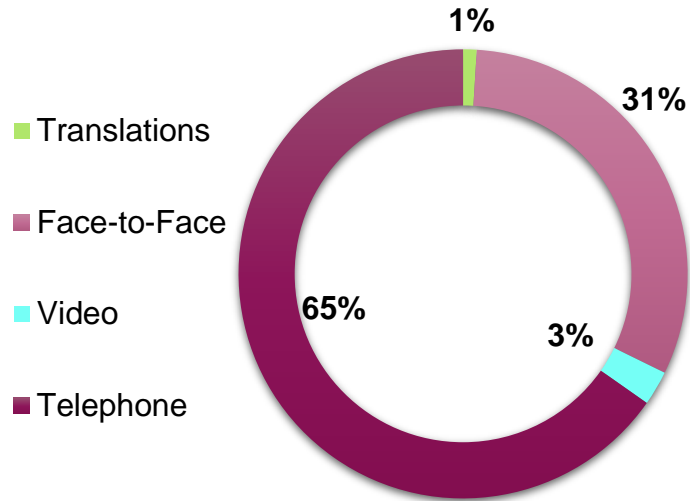
Interactions with ITS in 2023 by Service - MFT



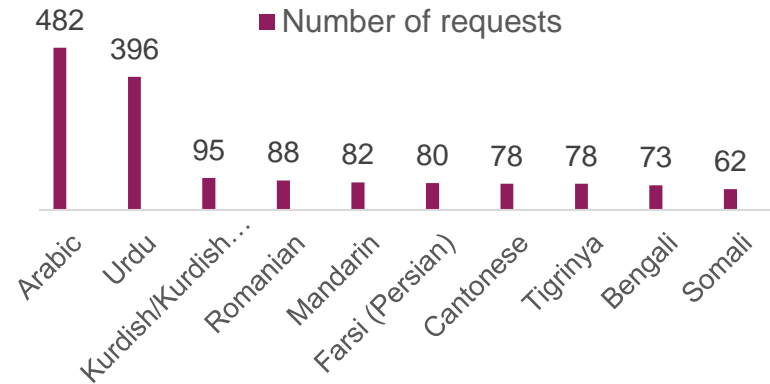
Improving the awareness for patients, families and staff through ITS

The RMCH Patient Experience Team tackled staff awareness and communication gaps by promoting ITS. Feedback emphasised the need for better promotion to overcome language barriers. The initiative included staff training and resource distribution based on Q1 and Q2 data, focusing on the top 5 languages within the Race protected characteristic. Redesigned multilingual posters, a phrase list and inclusive communication aim to minimise reliance on family translators and reduce care delays.

ITS Usage by Service Type - RMCH Q1 2023/24



Top 10 Languages Requested



'Do you need an interpreter?'

This initiative is helping communication for non-English-speaking families through a digital poster with translated phrases. It guides staff to the ITS page on the intranet. ITS then engages with staff and families through training presentations, walkarounds and multilingual posters with QR codes in departments and waiting areas. Ongoing efforts are driven by staff engagement insights and effective resource poster to empower service users to request ITS and help staff meet patient needs and rights.



Improved patient access, safety and experience

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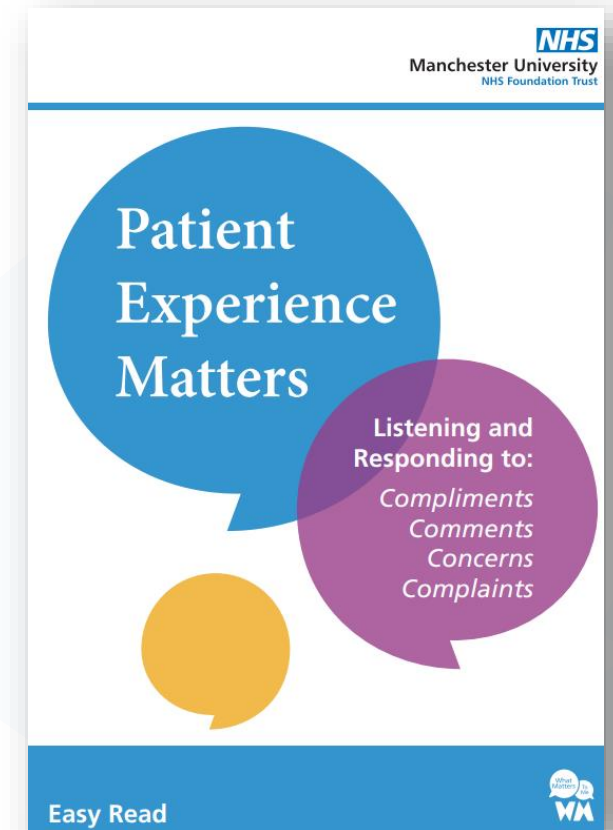
Improving Accessibility to Patient Advice and Liaison Service (PALS) and Complaints Process

PALS at MFT provides confidential support for patients and relatives, addressing inquiries and concerns about Trust services. PALS and complaints processes for all patients and representatives, regardless of demographics or protected characteristics, are now being reviewed to enhance equality and accessibility in providing feedback [Data available in Appendix 1](#) shows an increase of these interactions.

Steps taken to Improve Accessibility to PALS and Complaints Process

- ✓ Enhanced EDI form for accurate demographic data and identification of concerns in protected characteristics.
- ✓ Collaborative design for enhanced PALS communication, through multilingual posters and leaflets.
- ✓ Established a diverse Patient and Public Involvement Group, to gather valuable feedback from patients, families and their representatives, on updated/new communications, processes and service redesigns in Manchester. Additionally, formed the PALS and Complaints Accessibility Working Group to continuously improve service accessibility, ensuring ease of sharing concerns, compliments, feedback or providing compliments for everyone involved.
- ✓ Actively participating in the Trust's DPUF, AIS Group, Learning Disability Steering Group and serving on the Manchester Carers Partnership Board.
- ✓ Enhanced the complaints investigation and response writing training.
- ✓ Collaborating with the Trust's Consultant in Public Health to advance efforts in reducing health inequalities, particularly focusing on improving health literacy.
- ✓ Enhancing accessibility for Patient Feedback and Complaints through tailored communication options, website updates and online feedback integration.

Contact the PALS team by pals@mft.nhs.uk or call 0161 276 8686. You can also [download a copy of the PALS leaflet](#) or [an easy-read version of our PALS leaflet](#).



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Homelessness Response at MFT and HIVE Electronic Patient Record System Adjustments

In 2023, Trust's Homelessness Working Group, chaired by the Director of Corporate Workforce resumed its quarterly meetings. This group included MFT hospital staff, Manchester Local Care Organisation (MLCO), Manchester City Council Housing Solutions Service and the local homeless VCFSE sector. The group started as a multi-agency partnership with over 15 representatives, from organisations like Manchester City Council, LCO, Greater Manchester Mental Health, Manchester Integrated Care Board, Groundswell UK, HOST Trafford, Urban Village Medical Practice and occasional involvement from local social housing providers.

The focus is on creating patient-centered responses for homeless individuals following NICE guidance and addressing legislative elements of the Homelessness Reduction Act 2017. The Public Duty To Refer legislative obligations mandates MFT to collect homelessness information, crucial for avoiding organisational/reputational risk, enabling proper care planning and addressing health inequalities by understanding the impact on different populations accessing services.

The Working Group identifies and implements best practices for homeless or at-risk patients across MFT's departments, establishing audit methodology for data capture.

The HIVE EPR booking form now includes the following:

Specific fields for AIS

Homelessness status

Armed Forces status

Actions taken to date on HIVE to address issues

- The HIVE Pathway Council is making the **Homelessness/Housing status** data field mandatory
- Auto-fill of postcode to a generic NHS-wide postcode (ss99 3Vs) on entering '**NFA**' (**No Fixed Abode**) in the mandatory field in HIVE Booking Form
- Duty To Refer option (agree/decline) for every patient at risk of homelessness to be completed. HIVE Patient notes 'home screen' prompts clinical staff with a 'red flag' reminder until the required data fields are filled



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Advancing Inclusive Research and Culture

MFT's Commitment to Enhancing Health Outcomes



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Research and Innovation (R&I) expands the scope of research, increasing engagement and enhancing health outcomes. Workplace initiatives at R&I foster inclusivity through training and policy enhancements, promoting mutual respect and collaboration.

NIHR Research Van for Community Outreach: The NIHR Research Van, managed by the [MFT-hosted NIHR Manchester Clinical Research Facility \(CRF\)](#) brings healthcare and research services to Greater Manchester communities. This specially designed van, stationed in convenient places, has a pharmacy, clinical area and a research clinic, providing a comfortable experience with facilities for people with disabilities.

Provision of research opportunities with patients with protected traits: The Genes and Health Study (B00843) addresses health and genetic disparities in British Bangladeshi and British Pakistani individuals, focusing on heart disease, diabetes and overall health. With a goal of recruiting 5000 participants, the study currently involves 1537, including the recent participation of [The University of Manchester Chancellor recently became the 1,000th participant](#). The research team engages South Asian communities at 40 events using the NIHR research van during evenings and weekends, with over 1500 participants. They also support young people in NHS research careers through work experience and regional collaborations.



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Gender-Neutral Language Guidelines: All documents in R&I have inclusive language guidelines, emphasising community involvement and recognising diverse stakeholder needs. Trust-sponsored study protocols include an EDI statement, ensuring consideration for inclusion regardless of various characteristics.

Patient and Public Involvement and Engagement (PPIE) in Study Design: As per the NIHR guidance, involving and collaborating with patient and public engagement groups, including VOCAL is important during study and grant designs. Grant checklists and flow charts in R&I have PPIE integrated. Regardless of VOCAL's involvement, all R&I Managers and grant support personnel recognise the importance of addressing PPIE early in grant proposals, as reflected in our grant booklet that incorporates NIHR guidance on PPIE.

NIHR Grants Research Assistants completed Inclusive Research Training at the University of Manchester, involving VOCAL in the NIHR Grant Writing Workshop, with PPIE guidance in the equity and diversity checklist before submission.

R&I's initiatives include **"Let's Talk"** events that address long-term conditions and minimise disadvantages for staff with protected characteristics such as disability. They also address racism through dedicated discussions, introduce inclusive research modules for NIHR CRF and R&I staff and promote events for Women in Science and International Women's Day. The comprehensive approach encompasses flexible working, reasonable adjustments, diverse recruitment, accessible communication and mentoring programs.



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Hidden Disabilities Sunflower Scheme



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[NICE](#) guidance highlights the importance of making reasonable adjustments for individuals with hidden disabilities, as their challenges may not be readily seen. Acknowledging the potential challenges for patients with disabilities visiting the hospital, the University Dental Hospital of Manchester (UDHM) has chosen to adopt the 'Hidden Disabilities Sunflower' scheme to demonstrate our commitment to offering extra support and ensuring a positive experience for all patients.

A bid was submitted to the UDHM charities committee for funds to enhance waiting areas and reception desks in line with NHS England's AIS for outpatient/day case departments. Staff were given Sunflower badges to show their involvement in the scheme and signal to patients that they offer extra support.

Through badges and improved spaces, we aim to enhance the experience for patients and staff, aligning with our goal of patient-centric and inclusive healthcare.

The positive impact of the scheme is expected to reflect in feedback data, including Friends and Family Test (FFT)/ What Matters to Me (WMTM) and PALS, confirming that UDHM is inclusive for both work and treatment. The scheme aligns with our commitment to providing excellent patient experiences and ensuring accessibility for all.



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MFT provides high-quality care for adults with learning disabilities and/or autism in various healthcare settings. The "Our Plan for People with Learning Disabilities and/or Autism, Their Families and Carers 2022-2025" outlines strategic priorities, with working groups involving professionals and patient carer forums.

How is MFT delivering the Learning Disability Strategy?

1 Respecting and protecting rights

Dedicated to enhancing access to care for patients with learning disabilities and/or autism.

This includes improving the Hive Electronic Patient Record for better accessibility, developing complex pathways at MRI, optimising community learning disability care pathways and implementing proactive initiatives to ensure seamless care transitions within the healthcare system.

2 Inclusion & Engagement (including Communication)

We prioritise patient input in learning disabilities and autism care through the Patient and Carer Forum with Manchester People First.

Using programs like "What Matters to Me" and "Friends and Family Feedback", we actively collect feedback, facilitate change and acknowledge positive care. Champions in hospitals and communities promote best practices, support peers and receive ongoing training. Working with commissioners ensures timely delivery of local health services for successful outcomes.

3 Workforce Skills and Development

Mandatory training, support from specialist nurses and e-learning like Oliver McGowan aim to equip frontline staff with effective communication skills.

HRBP assistance enhances workforce skills and supports proactive recruitment across the Trust.

4 Learning Disability service standards and Patient Safety

Roll out of the revised patient safety incident framework offers assurance in implementing lessons learnt and promotes good practice.

We will engage with our patient forums and the Manchester planning with people to ensure our learning is effectively implemented in practice.

The Reasonable Adjustment Care Plan Tool* is now on Hive to enhance care for patients with learning disabilities or autism in Acute Hospital. The Learning Disability and Autism Safeguarding Team offers support, with walkthrough videos for guidance.

* Equality Act 2010 mandates 'reasonable adjustments and the Care Plan must be completed within 24 hours for patients admitted to acute wards with learning disabilities or autism.



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Comprehensive Gynecology Services at Saint Mary's Hospital (SMH)

- At SMH specialised gynecology services are set up with a focus on gender, disability, pregnancy, maternity and gender reassignment. Dedicated roles, such as the Recurrent Miscarriage Team and a Menopause Specialist, provide improved support for patients.
- To break taboos and ensure that all women's voices are heard, the theatre team conducts a staff awareness program on transgender care. This program involves encouraging the Gynae theatre team to share pronouns, discuss them with patients and accurately record this information on HIVE. The theatre team leader developed a training package guided by patient feedback to enhance inclusivity for transgender patients.
 - At Gynaecology/NMGH, the ward clerk effectively communicated a patient's transgender identity to the nursing triage team. The patient was promptly triaged and offered a private space (which was declined), their chosen pronouns were acknowledged and the medical team and sonographers were informed. Throughout multiple visits, the patient felt supported. Staff feedback indicated comfort in addressing the situation, with a good understanding of how to handle it effectively.
- The launch of 'Gynae Voices'. Our Gynaecology Team is working with the Cradle charity to reach out to patients who have experienced miscarriage and ectopic pregnancy. We aim to hear perspectives on services and care, ensuring representation for patients from our African, Caribbean and Jewish communities.



Division of Gynaecology

Manchester University
NHS Foundation Trust

Gynae Voices

We Want Your Voice!

Have you attended the Emergency Gynaecology Service recently?
Can you help us develop the service to ensure it is fit for the future?

When: 8:00pm-9:00pm Wednesday 5 th July 2023	Session Title: Access to Emergency Gynaecology Service (EGU) @ Wythenshawe
Where: Microsoft Teams	Session Aim: This session is facilitated by CRADLE Charity and aims to review the way in which we provide care to our patients across Greater Manchester.
With: Saint Mary's Nursing and Medical Staff in association with CRADLE Charity	

If you are struggling to access the meeting link or you need any adjustment beforehand to access this session or you would like to provide written feedback, please contact: GynaeVoices@nhs.uk
Please scan the QR Code below to join the Session

In Partnership with CRADLE Charity
Support is available via www.cradle.org.uk

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Managed Clinical Service



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Comprehensive Improvements in Maternity Division (SMH)

Cultural Safety and Ethnic Minority Midwife role created as part of the [GMEC LMNS Equity and Equality Action Plan](#) to tackle pregnancy and maternity issues in Greater Manchester and Eastern Cheshire. Projects post-CQC inspection are awaiting reinspection.

To address Triage concerns, we are using alternative methods. We collaborated with Saint Mary's Wythenshawe Ward Staff and the Maternity Voices Partnership, using the [Always Events](#) methodology. We introduced a multilingual poster and Pain Management ward rounds in the Maternity division.

The Maternity Division achieved 100% patient satisfaction from April to June 2022. To address a decline in May 2023, we introduced the 'Gone in One' Quality Programme. The Maternity Voices partnership and the 15 Steps project involve users in providing feedback. Due to low responses to the 120-question WMTM questionnaire, alternative methods like postnatal surveys and Birth Talk service debriefs were introduced.

Maternity services enhanced language access with leaflets in 9 languages, collaborated with the Jewish community and achieved 100% positive feedback in surveys. Postnatal Ward introduced ward passports and Antenatal Wards initiated a Trust-wide audit on the IOL process.

Advancing Genomic Health (SMH)

The Genomic Health Equity program in the Northwest focuses on health awareness among minority groups, utilising genomics to identify, treat and manage conditions. Outreach clinics are established to facilitate the attendance of minority ethnic groups at outpatient appointments.

Collaborative efforts are underway to improve access to genomic information for young adults from care backgrounds. Quality improvement initiatives are being developed to enhance services for looked after children.

Efforts are being made to improve access to cancer genetic services for South Asian families. Public engagement groups have discussed challenges in addressing cancer within families. Exploration of improved ethnicity recording in clinical services is underway.

Both the Divisions of Newborn Services and Genomic Medicine have Patient User groups that meet to provide feedback to the Divisional Leads. The WMTM and FFT initiatives are completed monthly to provide data on Patient satisfaction.



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Gynaecology Education Quality and Workforce Team

Gynaecology staff completed Equality, Diversity and Human Rights training with an impressive 97% compliance. In 2024, a project led by the Matron for Quality Education aims to enhance compliance in areas below 90%.

Language support is provided for patients. Clear information on ITS for patients and their significant others is provided in all areas. Staff also have access to an in-house ITS via a dedicated web page, with contact numbers for telephone interpretation displayed in all areas.

The Gynaecology Education Team collaborates with St Mary's Equality Diversity Awareness event, partnering with EDI nurses to facilitate education access and funding. They also encourage staff with protected characteristics to join Trust staff networks. The team engages with community groups, participates in local events like Pride and raises awareness through focus weeks, such as Black Lives Matter.

The theatre team's recent Transgender awareness project, addressing inappropriate language use for patients, has been recognised at St Mary's People awards and continues to raise awareness hospital-wide.



Continued year-round efforts for EDI with a 2024 calendar is in progress. The teaching bus helps staff understand and regular discussions promote a respectful and inclusive culture. Quality and Inclusion Forum meets bi-monthly for reporting, sharing initiatives, addressing complaints and discussing lessons learned.



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Our Musculoskeletal (MSK) Physiotherapy services in North Manchester address both acute and chronic MSK issues by accepting referrals from GPs, consultants and self-referring patients with a North Manchester GP.

Acknowledging the unique needs of Urdu-speaking female patients with chronic pain, the service created the Women's Exercise Group. A 5-week course led by Senior Physiotherapists. With up to 10 weekly attendees, the program combines a holistic approach to managing MSK conditions through an exercise circuit and educational talks, facilitated by an Urdu interpreter. After an initial appointment, patients can choose the group or individual treatment, considering cultural preferences by having female physiotherapists and an Urdu interpreter for maximum engagement.

After physiotherapy classes, patients can opt for referral to Physical Activity Referral Scheme (PARS), offering diverse community classes, including women-only sessions with interpreters.

Physiotherapists actively promote flexibility in joining, either at the initial appointment or as part of the treatment plan. To address language barriers in Trust's feedback, physiotherapists collaborated with interpreters to create a class-specific form. Patients provide valuable feedback at the course end, with plans to collect more and add an open comments section for improvement.

The women's exercise group and its support aim to make things easier to access, consider cultural preferences and ensure good communication. This helps improve the overall experience and outcomes for our diverse patients.

خواتین کی مشقیں Ladies Exercises Group Feedback Questionnaire
گروپ فیڈ بیک سوالنامہ

Please circle your answers براہ مہربانی اپنے جوابات کا چکر لگائیں

1. Overall, how was your experience of our service?
مجموعی طور پر، ہماری خدمت کا آپ کا تجربہ کیسا تھا؟

Excellent میلہ	Good اچھا	Fair بیترین	Poor غریبوں
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2. Did you get the kind of service you wanted?
کیا آپ کو وہ خدمت ملی جو آپ چاہتے تھے؟

No, definitely not Yes, generally	نہیں، یقینی طور پر نہیں جی ہاں، عام طور پر	No, not really Yes definitely	نہیں، واقعی نہیں جی ہاں یقینی طور پر
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3. If a friend needed similar help, would you recommend our service to her?
اگر کسی دوست کو اسی طرح کی مدد کی ضرورت ہے تو، کیا آپ اسے ہماری خدمت کی سفارش کریں گے؟

No, definitely not Yes, I think so	نہیں، یقینی طور پر نہیں جی ہاں، مجھے ایسا لگتا ہے	No, I don't think so Yes, definitely	نہیں، مجھے ایسا نہیں لگتا جی ہاں، یقینی طور پر
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4. How satisfied are you with the amount of help you received?
آپ کو ملنے والی مدد کی مقدار سے آپ کتنے مطمئن ہیں؟

Greatly dissatisfied Mildly satisfied	بہت غیر مطمئن بہت کم سے مطمئن	Mildly dissatisfied Greatly satisfied	بہت کم سے غیر مطمئن بہت مطمئن ہوں
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5. If you had to seek help again, would you come back to our service?
اگر آپ کو دوبارہ مدد حاصل کرنی پڑی تو، کیا آپ ہماری خدمت میں واپس آئیں گے؟

No, definitely not Yes, I think so	نہیں، یقینی طور پر نہیں جی ہاں، مجھے ایسا لگتا ہے	No, I don't think so Yes, definitely	نہیں، مجھے ایسا نہیں لگتا جی ہاں، یقینی طور پر
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Thankyou for taking the time to fill in this questionnaire and sharing your feedback
اس سوالنامے کو پُر کرنے کے لئے وقت نکالنے اور اپنی رائے کا اشتراک کرنے کے لئے آپ کا شکریہ



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Falls Awareness Sessions to Support Chinese Community

To address the specific needs of the Chinese community in Central Manchester, the Falls Team initiated falls awareness sessions tailored to this demographic. Recognising an identified need for such sessions, the aim was to provide support and education on fall prevention.

In the past nine months, the Central Manchester Falls team held two Falls Awareness talks in the Chinese community, reaching about 75 residents in several locations. The sessions emphasised on fall prevention, encouraged open discussions and explored risk factors.

Participants from Hong Kong faced literacy challenges in Cantonese/Mandarin and English, contributing to low uptake due to poorly recognised symptoms and limited information on healthcare services. To address this, a Chinese-speaking physiotherapist was introduced and this significantly increased participation and engagement.

The well-received sessions facilitated comfortable discussions in residents' first language. The Falls team conducted multifactorial assessments (an assessment with multiple components that aims to identify a person's risk factors for falling) with over 30 residents, involving physiotherapy, nursing and occupational therapy, leading to numerous referrals. Enrolled residents underwent a six-month [OTAGO](#) program, focusing on strength and balance exercises, with regular reviews to monitor progress and prevent isolation. This initiative aligns with our commitment to culturally sensitive and accessible healthcare services.



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Flexible Work and Health Equality Initiatives at WTWA (Medicine)

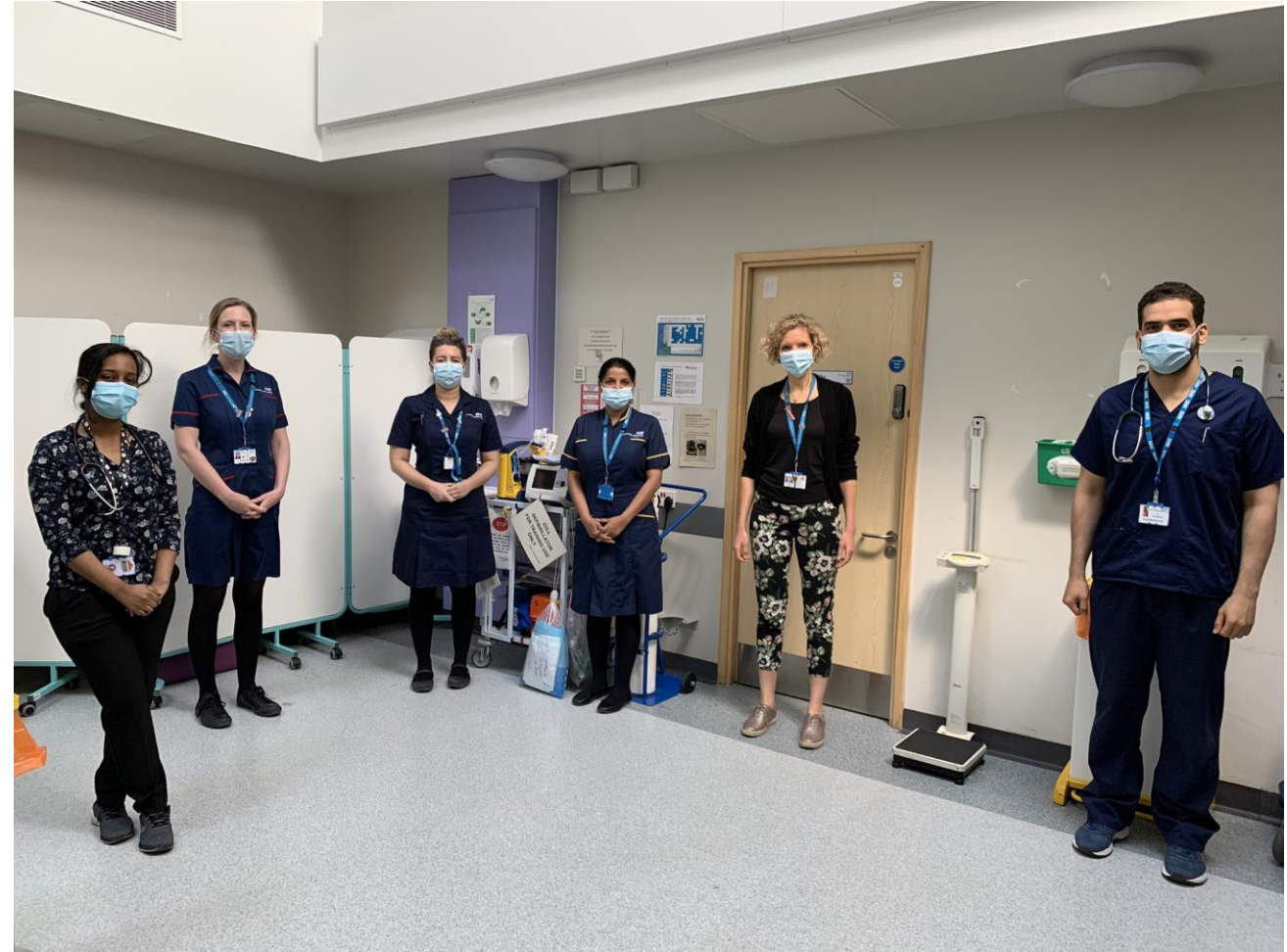
At WTWA, the Medicine division is actively implementing a flexible working approach in relevant services to accommodate staff adjustments for different site locations.

Recent consultations within Medicine have specifically considered adjustments for individuals with hearing and sight impairments.

The department is dedicated to promoting inclusivity through various initiatives, such as organising ward events and celebrations that aim to embrace diverse backgrounds and cultures among staff.

LGBTQ+/Pride Boards are prominently displayed on wards to foster an inclusive environment. Additionally, for patients, WTWA's services span across multiple sites, providing choices that may facilitate easier access for individuals with certain protected characteristics.

The Rheumatology department within Medicine is undertaking focused efforts to examine pathways through the lens of health inequalities, with attention to factors driven by protected characteristics.



Transgender Patient Care Policy and Toolkit

The Trust is improving care for transgender patients with a new policy and toolkit. This helps staff meet specific needs, providing patient-centered, respectful and flexible responses. The policy aligns with legal requirements such as the Equality Act, Gender Recognition Act, Data Protection Act and Human Rights Act.

Gender reassignment is a protected characteristic under the Equality Act (2010) and the policy will support staff to ensure that patients are not discriminated against or disadvantaged while receiving care.

This policy and toolkit guide staff caring for transgender patients. The policy covers definitions, names, titles, pronouns, legislations and managing patient information related to trans status. Continuous updates align it with the HIVE (PAS) system, including considerations for pregnancy in trans men. E-learning modules in HIVE help clinicians record relevant patient information.

The updated policy deals with operational challenges, connecting with the HIVE system for better sharing of important information about sex and gender.

Ongoing work involves managing issues like transferring clinical details between old and new NHS records and handling notifications from SPINE for new NHS numbers. This policy will guide other relevant policies to help enhance overall clinical effectiveness.



NHS Rainbow Badge Accreditation Scheme 2023



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In 2022, MFT joined the NHS Rainbow Badge Accreditation Scheme, a national pilot with 40 Trusts. Having achieved Bronze status in 2021, the scheme assesses LGBTQ+ inclusion efforts at various stages. Transitioning from a pledge-based to an assessment model, it aims to reduce healthcare barriers for LGBTQ+ individuals. MFT underwent a reaccreditation process from March to July 2023, incorporating awareness activities throughout the Trust.

From April to July 2023, MFT conducted a comprehensive initiative, including staff and patient survey poster campaigns, a workforce assessment led by the Group Community Partnership Manager and a services survey with MFT service leads. The submitted evidence to the RBAS Accreditation team, which included the policy review and assessment, occurred from July 24 to August 4, 2023.

MFT's senior leaders supported accreditation through targeted communications via various channels. Partner organisations promoted the MFT RBAS Patient Survey. In February 2024, RBAS confirmed MFT's retention of the Bronze Award status, prompting the development of an action program based on recommendations. A dedicated action plan is being developed in response to feedback from Staff and Patient surveys.

MFT will develop an intersectional staff policy incorporating RBAS Assessor recommendations for supporting LGBTQ+ colleagues and meeting patients' expectations regarding staff with protected characteristics. The feedback from the RBAS Accreditation process will be integrated into the revised MFT Diversity Matters Strategy, detailing specific actions and timelines. Communications will be created to promote the Bronze Award status, showcasing the RBAS Bronze Award logo. Oversight of the action plan will be handled by MFT's Group Equality, Diversity and Human Rights Committee.



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Sparkle The National Transgender Charity

Sparkle: The Sparkle Weekend is the world's largest free-to-attend celebration of gender diversity and a safe space for anyone who identifies as gender non-conforming, their families, friends and allies.

Sparkle 2023 was open to all in Greater Manchester and beyond. We actively encouraged everyone to join the stall, despite expected weather challenges in the streets and Canal Street area of Manchester.

In 2023 we could not guarantee support for those people who required wheelchair access. However, we have worked with organisers since and are official partners.

We are partnering with Sparkle to make market and community stalls fully accessible.

MFT colleagues who attended were polite, providing information and direct contacts. Attendees appreciated MFT's presence, recognising the NHS's commitment to Trans and Gender Diverse healthcare.

Community Diagnostic Centres (CDC)

CDC is a new community-based service delivering elective diagnostic services (health checks, scans and tests) outside traditional hospital settings.

With a hub at Withington Community Hospital and a temporary site at Trafford General Hospital, the Manchester and Trafford CDC model seeks to enhance diagnostic capacity, providing personalised patient experiences and improving population health outcomes.

Addressing health challenges in North Manchester, the CDC engages communities, builds trust and creates a community-focused service with a culturally sensitive healthcare team. Initiatives funded by the Equalities Fund support community involvement, awareness campaigns and changes to CDC services, aiming to make healthcare more accessible and inclusive.

The diverse team, fluent in nine languages, prioritises personalised patient care, optimising clinic bookings, reducing no-shows and improving service based on patient experiences. As new roles integrate into the CDC team, ongoing analysis will assess their impact on staff and patients, focusing on widening access to quality work for community health improvement.

The team, instead of block booking, individually schedules appointments based on patient needs, providing assistance like travel info, interpreters, and more. This keeps clinics full, reduces no-shows, and cuts patient wait times. We conduct Experience Based Design Surveys to improve services. As new roles like Care Navigators and Healthcare Scientist Diagnostic Assistants integrate, we will monitor their impact on staff and patients. We aim to widen access to quality work, promoting good health in the community.



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A Representative and Supported Workforce

As one of the largest Trusts in Greater Manchester, the Trust recognises the value of diversity among its staff.

Having a representative workforce is a key strength and the Trust is committed to enhancing conditions, listening to staff and promoting fairness.

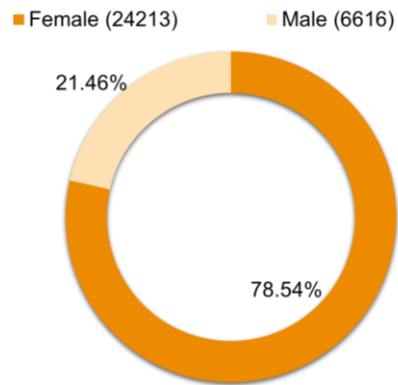
By improving representation and upholding equality standards, the Trust aims to have a content workforce delivering top-quality care across its services.

This section details the activities that were carried out in 2023 towards achieving these objectives.

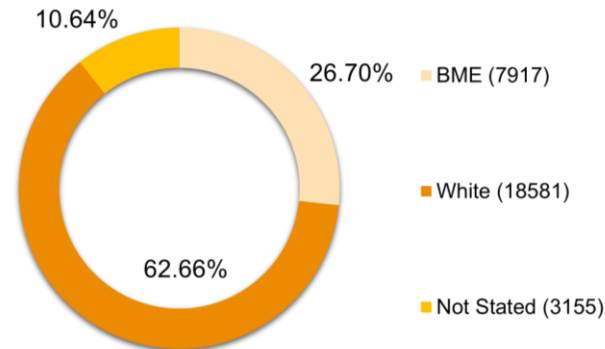
Diversity of Our Staff

The Trust values diversity and is dedicated to an inclusive, accessible and fair workplace. We recognise that a diverse workforce with varied experiences, skills and knowledge enhances the delivery of excellent services. Shown below is the demographic breakdown of our workforce by protected characteristics in 2023.

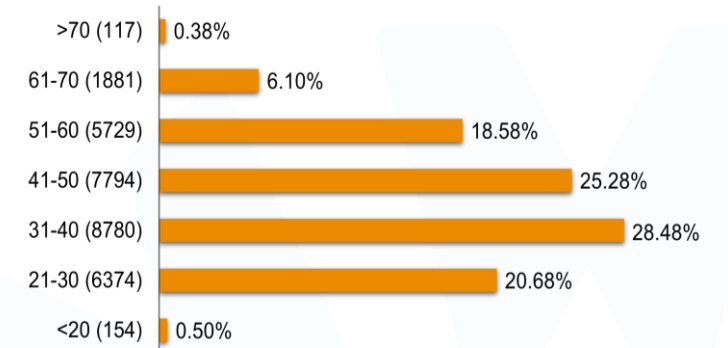
Gender



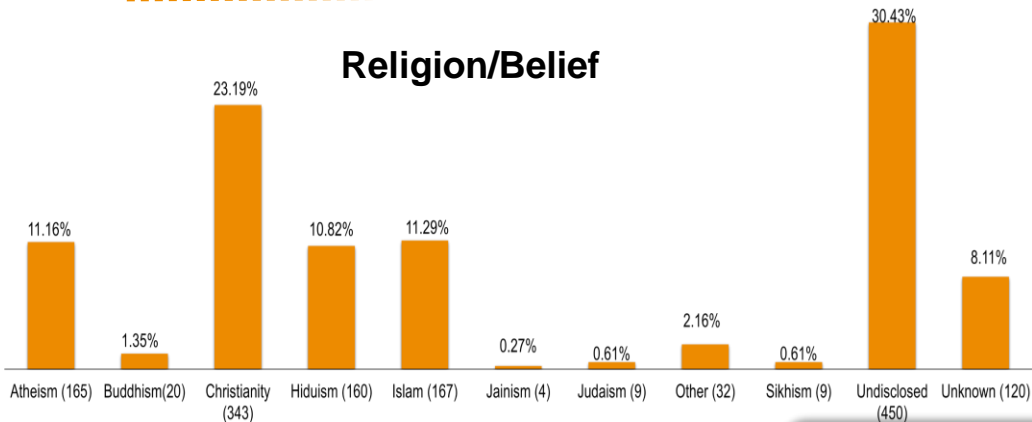
Ethnic Origin



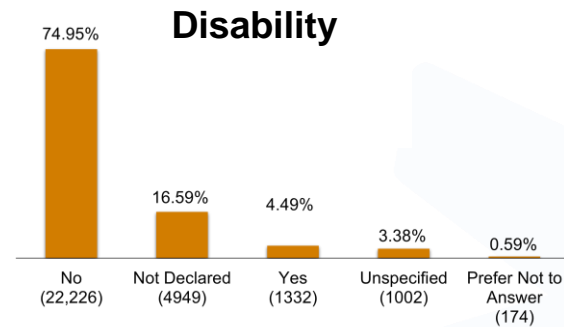
Age



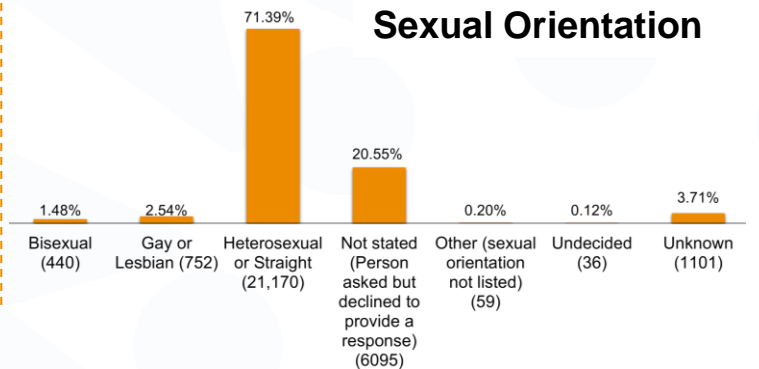
Religion/Belief



Disability



Sexual Orientation



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Workforce Race Equality Standard (WRES) Key Findings

At MFT we are committed to improving lived experiences and strive towards creating a culture where race and ethnicity are not barriers to progression, individuals feel safe in the workplace and difference is embraced. As a Trust we want to focus on working in partnership with our patients, service users and workforce, to change our workforce systems. Below are the key findings from the WRES 2023.

As of 31st March 2023, MFT employed 28,712

24.44% of MFT staff are **BME** (7,016)



9.89% of staff in Bands 7 to VSM are **BME**.



19.6% of **BME** staff reported discrimination (**21.7%** in 21-22)



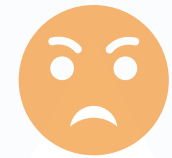
5.56% of board members at MFT are **BME** (same % in 21-22)



White applicants are **1.78x more** likely than **BME** staff to be appointed from shortlisting (**1.66x** in 21-22)



27.4% of **BME** staff reported experiencing harassment, bullying or abuse from patients, relatives or the public (**27.1%** in 21-22)



BME staff are **1.5x more** likely than white staff to enter a formal disciplinary process (**1.06** in 21-22)



White staff are **1.1x more** likely that **BME** staff to access CPD/non mandatory training (**1.0** in 21-22)



[Click to here to view the full WRES report 2023 and the action plan](#)



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Workforce Race Equality Standard (WRES)

This year, MFT submitted data for the Medical Workforce Race Equality Standard (MWRES) and Bank Workforce Race Equality Standard (BWRES). Although formal reports for these standards were not generated, NHSE England aims to make them mandatory in the coming years. Below is the information from the submitted data.

Medical Workforce Race Equality Standard (MWRES)

The initial [Medical Workforce Race Equality Standard \(MWRES\) report, released in July 2021](#), brought attention to challenges within the medical workforce. It exposed racial discrepancies among BME doctors in areas like recruitment, promotion, pay, bullying, harassment and senior roles, particularly affecting international medical graduates and SAS doctors. The emphasis will be on five domains outlined in the [NHS England » Medical Workforce Race Equality Standard \(MWRES\): A commitment to collaborate The First Five](#).

MFT was only required to submit data for Indicators [1a, 1b and 2](#). The Joint Group Medical Directors' office is reviewing WRES data for medical and dental staff at MFT, analysing all protected characteristics. Following a meeting with HR, plans include refining data for yearly monitoring.

A Task and Finish Group was established to address ESR data cleanse, assess interview panels, identify sites for intervention and scrutinise recruitment data for protected characteristics obtained from GMC reporting tool, GMC Connect, ESR and SARD revalidation and appraisal system:

- medical and dental staff composition as a whole
- those who have had a revalidation deferral submitted for them
- those who have had a GMC referral initiated
- those in a leadership position
- those in receipt of a Clinical Excellence Award (CEA)

Bank Workforce Race Equality Standard (BWRES)

The Bank WRES builds on the work from the Workforce Race Equality Standard, recognising that staff on bank contracts (only) have different experiences and outcomes compared to the general workforce.

A bank worker is a worker that does not have fixed hours contracts but pick up shift as and when the worker is available. While it is possible to be on a permanent or fixed contract employee of the Trust and work as a bank worker, this standard focuses on those with bank worker contracts only.

The WRES team developed a set of indicators for [NHS bank only workers](#), designed to explore the experiences of this group and are aligned to the People Promise and People Plan. The requirement was to submit data on the are [3 BWRES indicators \(1, 2 and 3\)](#) which was collated from a combination of the Trust (Medical Bank staff) and NHSP in June 2023.



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Workforce Disability Equality Standard (WDES) Key Findings

At MFT we are committed to improving those lived experiences and strive towards creating an inclusive culture where being disabled is not a barrier to progression, allows individuals to feel safe in the workplace and difference is embraced. As a Trust we want to focus on working in partnership with our patients, service users and workforce, to change our workforce systems, rather than trying to change individuals.

As of 31st March 2023, MFT employed 28,712

4% of our workforce have declared a disability.



1 out of 18

board members have declared a disability. **66.67%** of the board's status remains undeclared.



Disabled staff are **5.06x** more likely to enter the formal capability process than non-disabled staff (**5.34** in 21-22).



31.4% of disabled staff reported they felt pressure to come to work (**32.8%** in 21-22)



30.1% of disabled staff reported they feel valued at work (**30.8%** in 21-22).



Non-disabled staff are **1.4x** more likely than disabled staff to be appointed from shortlisting (**1.3** in 21-22)



63.8% of disabled staff reported that reasonable adjustments had been made for them (**64.4%** in 21-22).



30.3% of disabled staff reported harassment, bullying or abuse from patients, service users, relatives and members of the public (**32.8%** in 21-22).



21.6% (**22.3%** in 21-22) from reported it from managers and **27.1%** (**27.9%** in 21-22) reported it from colleagues

44.6% disabled staff believe the trust provides equal opportunities for career progression or promotion (**48.2%** in 21-22).

[Click to view the full WDES report 2023 and the action plan](#)



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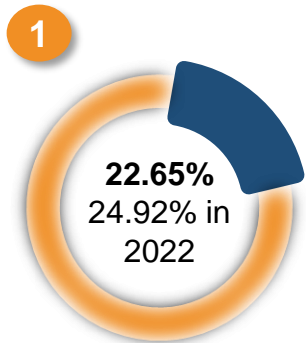
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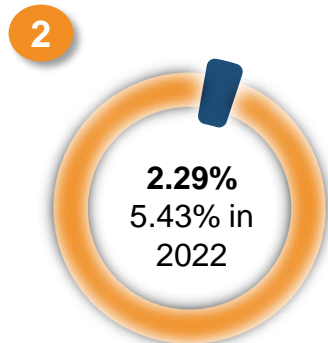


Gender Pay Gap (GPG) Report 2023

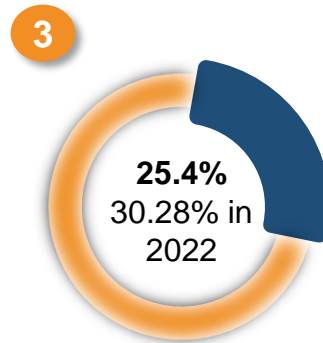
The Gender Pay Gap (GPG) report is a statutory obligation as part of the PSED to ensure organisations monitor and evaluate plans to tackle differences in pay between men and women. The gender pay gap shows the difference in the average pay between all men and women in a workforce and is reported as six measures based on the hourly rates of pay and the bonuses of all eligible employees on a snapshot date of 31st March 2023. Details of these six measures and how calculations are done is available in the published GPG report:



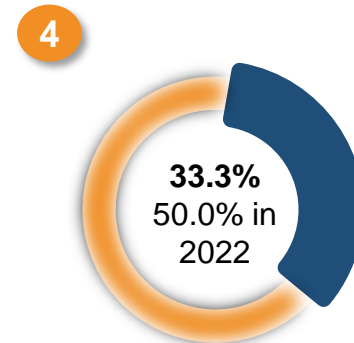
Mean Hourly Pay



Median Hourly Pay



Mean Hourly Bonus



Median Hourly Bonus

5

% OF BONUS RECEIVED	
MEN	3.6% (4.17% in 2022)
WOMEN	0.57% (0.50% in 2022)

Clinical Excellence Awards (CEAs are treated as BONUS pay and only medical and dental consultants are eligible for CEAs.

6

Quartile 1 - (Upper Pay)		Quartile 2 - (Upper Middle Pay)	
MEN	31.90%	WOMEN	68.10%
MEN	16.25%	WOMEN	83.75%
Quartile 3- (Lower Middle Pay)		Quartile 4 - (Lower Pay)	
MEN	14.79%	WOMEN	85.21%
MEN	22.20%	WOMEN	77.80%

Gender Pay Gap Quartiles 2023: Pay quarters show the percentages of men and women employees in four equal sized groups based on their hourly pay. Pay quarters give an indication of women and men's representation at different levels of the organisation.

[Click to view the full Gender Pay Gap 2023 report and steps taken to address the gap](#)

The EDI team actively promotes Equality, Diversity and Inclusion (EDI) through various EDI ally roles. These allies support the workforce, engage in discussions and plan initiatives for diversity and inclusion. They passionately advocate for underrepresented voices, driving systemic change and fostering an inclusive culture. These roles form a united network committed to celebrating diversity and embedding inclusion in the organisational culture.

In 2024 EDI team will be working towards revising these roles, providing more training opportunities and emphasising collective responsibility and accountability.

The EDI team organises regular EDI Activity meetings with EDI representatives from services to discuss and share best practices.



Email
equality@mft.nhs.uk
for more information on
how to be an EDI ally
at MFT



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Freedom to Speak Up (FTSU): Fostering Inclusivity and Diversity

The FTSU team at MFT provides an alternative avenue for staff to address patient safety or workplace concerns, promoting a culture where speaking up is routine. The FTSU champion network, consisting of over 70 volunteers, including the FTSU Guardian, offers support and advice to staff. A project has been initiated to showcase the diversity within the champion network, encouraging all staff, especially those with protected characteristics, to voice their concerns.

All champions, both existing and newly recruited, were requested to complete a FTSU Champion update form, sharing additional languages spoken and membership in diverse staff networks. This information is included in communications to highlight the visibility of staff with protected characteristics who proudly contribute to the FTSU initiative. Posters and individual bios of champions are shared across the Trust and on social media platforms, emphasising the diverse champion network.

The lead Guardian collaborates with the Chairs of MFT diverse staff networks, attending meetings to understand specific barriers or challenges faced by staff with protected characteristics.

With over 70 FTSU champions, 20% of whom speak at least two languages (including Hindi, Tagalog, Malayalam, Arabic, Italian, Polish and Hausa) and nearly 30% identifying with one or more protected characteristics, the initiative aims to break barriers to speaking up. This diverse team ensures that staff have someone relatable to speak to, fostering an inclusive culture at MFT. The ongoing goal is to provide support to staff who may find it challenging to speak up, creating a culture where everyone feels heard.



[The National Guardian's Office - Freedom to Speak Up](#)



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Diverse Abilities Staff Network

collaborates with members and allies to promote common causes, educate colleagues and raise awareness of diverse abilities in our workforce. The Network ensures staff voices are heard through the Disability Engagement Group, providing resources like a Neurodiversity wiki to support various disabilities.

Armed Forces Staff Network helps to make the Armed Forces community employees feel acknowledged and guide them on support available. MFT have pledged their support to the [Step into Health](#) programme and have a team of dedicated individuals to guide with employment opportunities within MFT.

LGBTQ+ Staff Network fosters community among LGBTQ+ staff through interactive newsletters, enhanced virtual spaces and themed events. Collaborations with other networks, like the Greater Manchester Cycling Club 'Pride Out,' increase event attendance. Plans for 2023/24 include diversifying events to cater to varied interests.

Black, Asian & Minority Ethnic (BAME) Staff Network

Supports 7,000 BAME colleagues, addressing workplace inequalities, promoting leadership training and combating bullying and harassment. Despite successful events, our Annual Members Meeting highlighted the ongoing need for equality. We collaborate with senior management to address racism, seeking protected time to improve the working environment. Future plans include working with the EDI team to implement the [NHSE EDI Improvement plan](#) for enhanced diversity and inclusion.

Employee Carers' Network (ECN) provides support and resources for staff with unpaid carer responsibilities. The network aims to create a supportive and inclusive environment and offers a forum for addressing issues and concerns. Staff with unpaid caring responsibilities are encouraged to join and explore the: [Carer's Passport guidance](#) and FAQs available on People Place.

Faith and Belief Staff Networks incorporates all faiths and beliefs and promotes a better understanding of different faiths. Current established faith and belief subgroups at MFT include the **Hindu** and **Muslim** staff Networks.

In 2024, goals include, expanding the faith staff network, implementing a new action plan and providing active ally training for diverse beliefs.

The Trust is reviewing staff networks for all protected characteristics to enhance their support for staff and improve services through a diverse workforce. NHSE introduced a Staff Network toolkit and a development session in September 2023 with Network Chairs discussed key aspects like Protected Time, Network Models and challenges. The Trust's Chief Executive now meets quarterly with Staff Network chairs to assess progress and discuss improvements.



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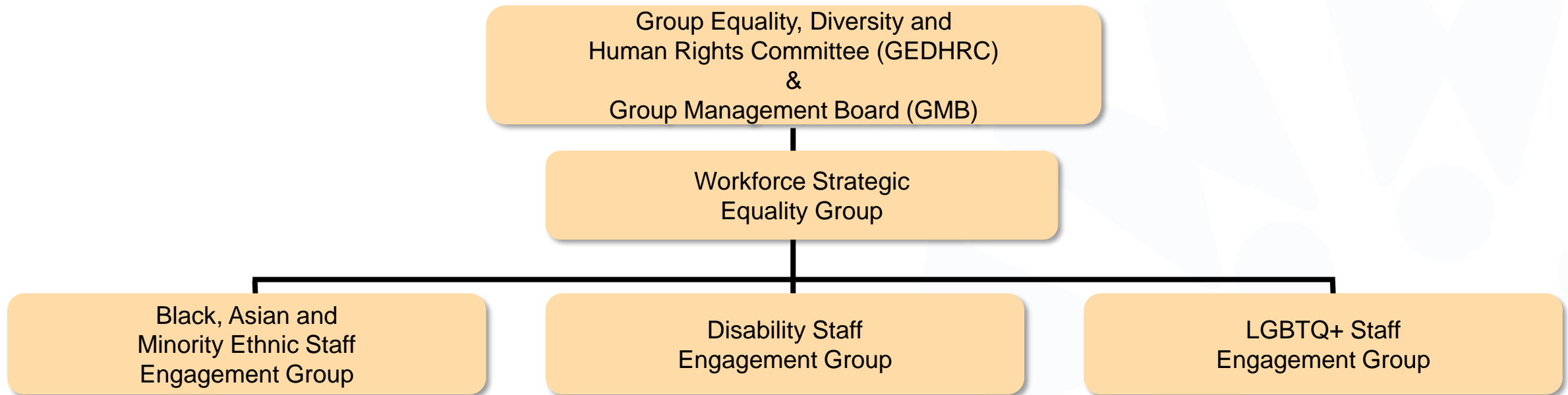


Staff Engagement Groups

At the Trust, we have three staff engagement groups, covering four protected characteristics:

1. **Black, Asian and Minority Ethnic Staff Engagement Group** (Race)
2. **Disability Staff Engagement Group** (Disability)
3. **LGBTQ+ Staff Engagement Group** (Sexual Orientation and Gender Reassignment)

The Staff engagement group provides a forum for understanding issues of concern for diverse staff groups, escalating issues and codesign of solutions. The groups are chaired by an HR Director and report to the Workforce Strategic Equality Group (WSEG), chaired by the Group Executive Director of Workforce and Corporate Business and focuses on the cross-cutting themes from the groups and ensures appropriate escalation and action.



Widening Participation - A Supported Internship

The Widening Participation Team at MFT continued to deliver exceptional supported opportunities to attract the best of the talent Manchester has to offer. The **Supported Internship Programs** offer valuable employment opportunities for students aged 16-24 with disabilities. The goal is to enhance their employability skills through real-world work experiences alongside seasoned professionals.

MFT partnered with:

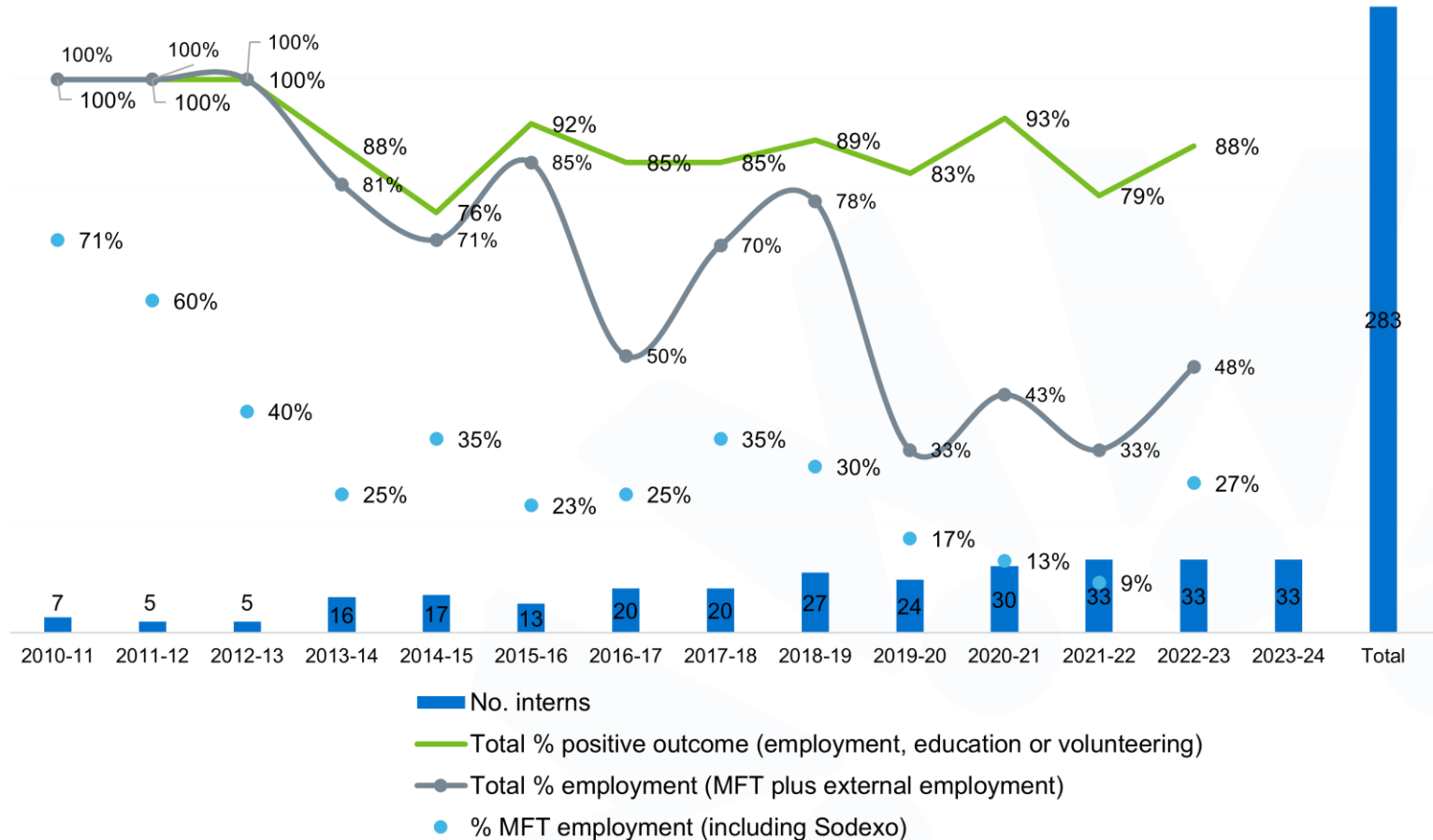


3 ten-week placements

Supported on-site session and Job Coaches

MFT's commitment reflects a proactive approach, creating a culture of inclusion through real-world experiences and partnerships with educational institutions, significantly contributing to the personal and professional development of individuals with disabilities.

A Supported Internship data



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Community Recruitment Initiative



Manchester University
NHS Foundation Trust

Manchester and Trafford Local Care Organisations (LCOs), in partnership with public sector collaborators, manage NHS community health and local authority adult social care services with a workforce of around 4,500. To address recruitment challenges in NHS community administration roles and alleviate capacity issues causing patient access delays, the LCO implemented a community-focused recruitment strategy. Developed with the Widening Participation Team at MFT, the strategy included one-stop-recruitment events in Trafford and North Manchester, held in accessible community spaces. These events streamlined the recruitment process, offering single interviews for various roles, with a focus on reaching traditionally excluded candidates. Promotion efforts involved posters in health centers, local shops and WhatsApp groups to engage diverse job seekers through word-of-mouth. The innovative recruitment strategy delivered substantial results:



Achieved **100%** fill rate with 136 registrations, 120 attendees and 91 opting for on-the-day interviews.

4 out of 8 attendees declaring a disability were offered roles.

28 posts extended to under-represented groups, including BAME individuals, disabled people and males.

NHSE EDI Repository Case Study: Proactive Health Equity Recruitment in Manchester and Trafford

65% of unemployed appointed (27% unemployed for over 12 months).



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Recruitment: Fostering Diversity in Our Visual Narrative

To enhance the representation of diversity in MFT's recruitment campaigns, a project was initiated to refresh our photography and videos. The decision to revamp these materials stemmed from the realisation that our previous visuals, which had been in use for an extended period, presented an opportunity to showcase individuals from a broader range of ethnic backgrounds. This strategic approach aimed to attract a more diverse workforce and align with our commitment to fostering inclusivity.

To refresh our recruitment visuals, professional photographers and videographers were hired to capture individuals in roles identified by HR Directors. Colleagues at the hospital were encouraged to nominate staff, providing necessary details for diversity considerations. The selected individuals were then engaged in discussions to explain the project's purpose, obtain their consent and agree on the permissible usage of the resulting imagery and films.

The new visuals notably enhanced our organisation's representation, emphasising our commitment to diversity and inclusion. This initiative aligns with our goal of being an employer of choice and supports our dedication to serving Greater Manchester's diverse population. The success highlights the significance of ongoing efforts to diversify visual materials, with continuous monitoring recommended for informed future strategies.

The project has successfully achieved its objective of enhancing diversity representation in our recruitment visuals. This effort not only aligns with our organisational values but also strengthens our position as an inclusive employer in Greater Manchester. The positive impact on our workforce and public perception encourages further exploration of similar initiatives in the future.



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Removing the Barriers Programme

The Removing the Barriers (RtB) Programme was launched in September 2020 at The Manchester University NHS Foundation Trust (MFT), with the aim of increasing ethnic diversity at Bands 8a and above. The Trust's Workforce Race Equality Standard (WRES) metrics instigated the RtB Programme as it found that representation of staff from Black, Asian and Minority Ethnic backgrounds significantly decreases at Bands 8a and above.

The programme comprises actions to address representation on two fronts, addressing the systematic barriers to progression and empowering Black, Asian and Minority Ethnic staff. There are currently 218 members registered to the programme.

To achieve this aim, the Programme consists of the following Schemes:



Diverse Recruitment Panels Scheme

The Diverse Recruitment Panels Scheme continues to support on-going recruitment for all posts of bands 8a and above to have at least one Black, Asian or Minority Ethnic panel member at interview or assessment centre and where this is not possible, to record justification.

88%
Compliance

Reciprocal Mentoring Scheme

The Reciprocal Mentoring Scheme links a senior leader with a Removing the Barriers member to have regular 1 to 1 mentoring conversations. The sharing of lived experiences continues to have a positive impact on approaches taken by senior leaders. In return, the senior leaders share their wealth of knowledge and experience to support the Removing the Barriers members with their own career development.

65
Mentoring partnerships

E3 Ring-Fenced Secondments Scheme

The E3 Ring-Fenced Secondment Scheme provides Removing the Barriers Members with the opportunity to gain **E**xperience, **E**xposure and **E**ducation through the secondment opportunity.

48
Secondments released

International Recruitment (Nursing, Midwifery and AHP)

One of the high-impact actions (HIA) in the EDI Improvement Plan is HIA 5: Implement a comprehensive induction, onboarding and development programme for internationally recruited (IR) staff.

The following tasks are being carried out at MFT:

- ✓ Before IR staff join, our Trust makes sure they receive clear communication and support regarding their employment conditions. This includes guidance on the latest Home Office immigration policy, conditions for accompanying family members, financial commitments and future career options.
- ✓ The Trust is developing thorough onboarding programs for IR staff using best practices that measure the effectiveness of the welcome, pastoral support and induction through indicators like turnover, staff survey results and cohort feedback.
- ✓ Line managers and teams at the Trust who welcome IR staff are maintaining their own cultural awareness to create inclusive team cultures that embed psychological safety.
- ✓ The Trust aims to provide IR staff with equal access to development opportunities available to the entire workforce. Line managers are actively assisting their teams, especially international staff, in accessing training and development opportunities. They are ensuring that the personal development plans prioritise reaching their full potential and include opportunities for career advancement.



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Equality, Diversity and Inclusion (EDI) Training for the Workforce



Manchester University
NHS Foundation Trust

Over the past year, remarkable strides have been achieved in the realm of EDI training. MFT recognised the pivotal role that foster a diverse and inclusive workplace plays in nurturing a positive and innovative environment. The commitment to EDI training has seen a substantial uptick, with various services dedicating resources to comprehensive programs aimed at educating their workforce. From interactive workshops to online modules, staff at MFT are now equipped with a deeper understanding of the importance of inclusivity, cultural competence and the elimination of bias in the workplace.

MFT is focusing on instilling a cultural shift that values diversity as a strategic asset. This tailored approach ensures that workforce not only grasp the theoretical aspects of EDI but also gain practical insights that empower them to actively contribute to a more inclusive and equitable workplace.

As we reflect on the past year's advancements, it becomes evident that the landscape of EDI training is evolving, fostering a positive transformation in workplaces across various sectors.

The EDI team collaborates with the Learning and Development team to create an accessible EDI training matrix for the workforce. This initiative aims to raise awareness and empower employees to promote EDI within their respective departments.

The EDI team in partnership with external training bodies delivered the following training for the workforce in 2023:



Supporting staff with reasonable adjustments



Presenting Yourself in Writing



Behaviours in the workplace: supporting reducing bullying and harassment



LGBTQ+ Awareness and Inclusive Practice Webinar



Black Cultural Anti-Racist Programme (BCAP)

#WeSupportDeafAwareness

Webinar on Deaf awareness



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Review and Enhancement of Disciplinary Policy and Dignity and Respect at Work Policy

The Disciplinary Policy and Dignity and Respect at Work Policy have both had a full review with workshop engagement of managers, HR, Staff Side, and specialist services. Issues were identified through the experience of those in workshops, lessons learned from cases and employee relations data.

In both policies a Fact-Finding process was introduced to enable a manager to gather facts, consider a range of other potentially impacting issues and provide time to make an informed decision before deciding on a course of action. This avoids instinctive reactions, ill informed decisions and ensures all aspects have had early consideration to ensure no time delay with decisions regarding next steps.

In addition, the Dignity and Respect at Work policy focuses on prevention and early intervention to identify and deal with issues or concerns at an early stage. It provides a wide range of options for individuals and managers to consider at this stage which include education, team building, training, OD techniques, facilitated discussions, mediation and employee development.

There was engagement with all the staff networks to have feedback, views and ideas on the issues and proposals.

On-going monitoring on application of the recently introduced Fact-Finding process will assess the impact of the new process and where further improvements are required.

Disciplinary Policy and Dignity and Respect at Work Policy

The Violence and Sexual Conduct Prevention and Response Steering Group

In November 2023, the Trust updated the Group Management Board on its efforts to address violence and sexual incidents targeting staff. The Violence and Sexual Conduct Prevention and Response Steering Group, along with sub-groups, is actively working on NHSE's directive regarding domestic abuse and sexual violence initiatives including:

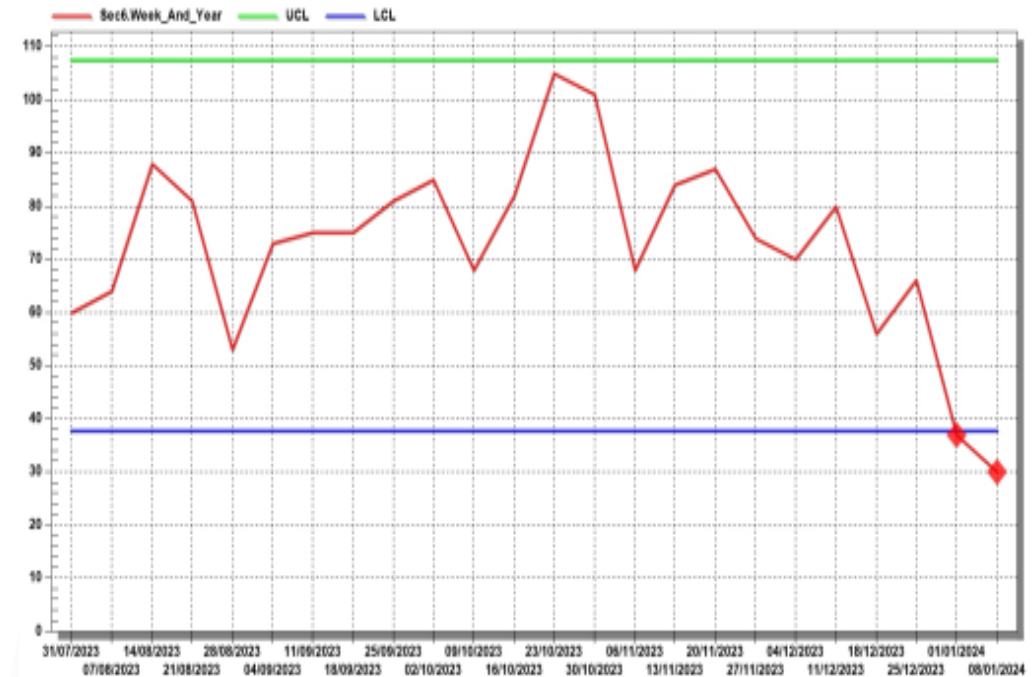
- ✓ implementing the Sexual Safety in Healthcare Charter and addressing outcomes from the Group Chief Executive Listening Event on staff safety.
- ✓ taking action through the Sexual Conduct sub-group and Policy and Charter sub-group to meet national deadlines, enhance staff safety, and collaborate with Greater Manchester Police.

Hospital data from Ulysses reveals increased violence from patients and families towards staff after the October 2023 workshop and listening event.

Incidents returned to normal levels, but December 2023 and early January 2024 saw a decline linked to fewer patients in high-traffic areas like Emergency Departments. In the past year, Ulysses recorded 2716 violent incidents, 16.5% in Emergency Departments. Staff training in Restrictive Interventions targets high-incident areas to reduce volume, severity, and security calls.

The Violence and Sexual Conduct Prevention and Response Steering Group will compile sub-group updates for a March report informing prevention efforts and promoting Charters. This report will be the basis for a communication campaign on awareness, assurance, reporting, and prevention in March, with a progress report to the Group Management Board in May 2024.

6-month trend of reported violent incidents.



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One of the high impact actions (HIAs) in the [EDI Improvement plan](#) is HIA 6 - 'to eliminate conditions and environments in which bullying, harassment and physical harassment occur.'

To achieve this, the Workplace Bullying, Harassment and Abuse Task and Finish Group reconvened in 2023. The outcomes of the Group are being closely monitored and embedded within NHS England's EDI Improvement Plan.

Staff that have experienced bullying, harassment and abuse will be encouraged to attend, to inform discussion and create solutions. To support targeted approaches to reducing bullying, harassment and abuse in the workplace, the EDI Team is working with the Estates and Facilities Team to expand the recording of Sexual Violence assaults via the Ulysses Incident Management System so that staff can directly report incidents of bullying, harassment and abuse.



The Trust has a programme of work underway focusing on how to improve our support for candidates and colleagues with neurodiversity to reach their full potential in the workplace.

Neurodiversity covers a range of conditions including Attention Deficit Disorder, Autism, Dyslexia and Dyspraxia so flexibility and responsiveness are key. The programme of work focuses on attracting and supporting candidates through recruitment processes, adjusting learning, educational and training opportunities and improving our processes to be able to make reasonable adjustments quickly for example procurement of equipment. In addition, the training for managers and staff is being reviewed to enhance understanding of neurodivergent conditions and how to make reasonable adjustments to meet the needs of the candidate/employee.

A task and finish group has been established with HR staff from across the Trust to provide a greater understanding of how managers can support colleagues with neurodiverse disabilities. This is supported by several resources for managers and staff on the Trust's internal intranet.



Reasonable Adjustments

MFT recognises the legal right of disabled employees to reasonable adjustments, ensuring equal access to the workplace. These adjustments can involve equipment, software or changes in work methods to facilitate disabled staff in their roles.

The Reasonable Adjustments Task and Finish Group at MFT secured funding through the Workforce Disability Equality Standard (WDES) Innovation Fund. This initiative, which was launched in November 2023, integrates a digital reasonable adjustments profile into the employee management system (Empactis). It aligns with national guidelines, documenting adjustments to support disabled staff, promoting retention and contributing to the NHS People Promise for inclusivity at MFT.

For staff with existing reasonable adjustments, there is now an official record, ensuring evidence of agreed arrangements when roles change, or managers shift. This profile started on November 16, 2023. The Employee Health and Wellbeing (EHW) service created a toolkit for managers and staff to navigate the needs of those with health or neurodiverse conditions during reasonable adjustments and return to work processes.



The Trust is conducting bespoke webinars on reasonable adjustments with ACAS to raise awareness. The webinars have been highly popular, with over 120 staff attending the three sessions in 2023. Additionally, resources and dedicated spaces on the staff intranet will be developed as part of this initiative.

The link to the new process and digital format is now live on MFT People Place together with supporting resources and the new process and guidance will be reviewed in November 2024.

People Promise



Supporting delivery of MFT's People Plan



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In 2023 MFT obtained the Pride in Veterans Standard (Pivs) accreditation. This is a significant achievement and is a testament of our efforts to actively engage with and support the LGBTQ+ community, and the Armed Forces Community.

Fighting With Pride is a trusted and respected LGBTQ+ military charity that has lived experience and knowledge to support LGBTQ+ Veterans, serving personnel and their families, particularly those who were affected by the 'gay ban', which was lifted on 12th January 2000.

Through adopting policies and practices that promote acceptance and equality, we've taken remarkable strides in creating a safe haven where Armed Forces Veterans, and their families who identify within the LGBTQ+ community can thrive without fear of discrimination or prejudice.

The accreditation not only symbolises our dedication to LGBTQ+ inclusivity, but also serves as a benchmark for other NHS organisations to emulate.

For more information on Fighting with Pride Charity [click here](#)





Manchester Pride 2023 welcomed over 200 MFT colleagues, including the Group CEO and representatives from our sponsor, Sodexo. The event accommodated two support requests in collaboration with Manchester Pride, featuring T-shirt colors representing LGBTQ+ people of color. Despite being oversubscribed, the well-attended event included diverse participants of different ages, genders, races, abilities, regions and sexual orientations.

Children of staff members joined the parade, receiving positive feedback, including a heartfelt message from a child of a pansexual parent. Married and civil partners also participated, contributing to the overwhelming positive feedback.

Despite being one of the final entries, MFT received enthusiastic support and gratitude from the spectators, reflecting the cultural acceptance and recognition of the LGBTQ+ communities in Manchester and Trafford. First-time attendees expressed gratitude to MFT for enabling them to proudly participate in the parade.



Cross-site EDI Pharmacy Team

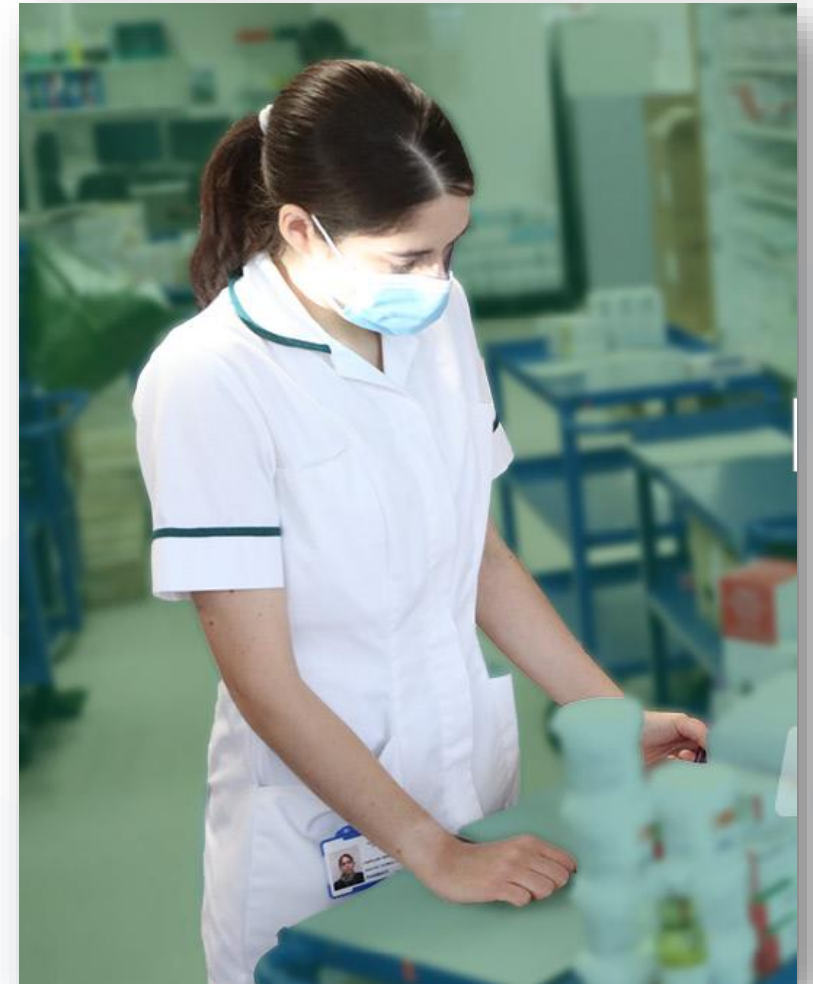
In line with the Trust's commitment to EDI, a Cross-Site EDI Pharmacy Team has been established. Comprising leaders from various pharmacy professions, the team aims to foster inclusivity, diversity and equality across all trust sites. This initiative aligns with the broader EDI agenda from the Trust, CSS leadership and the pharmacy community.

Utilising space freed up by the reduction of paperwork through the HIVE project, a Wellbeing and Multi-Faith Prayer Room within the pharmacy has been opened. This space caters to the diverse needs of the pharmacy workforce, providing a designated area based on feedback from Pharmacy users.

The established team actively supports the ongoing EDI agenda, ensuring that Pharmacy operations prioritise and integrate EDI principles. Participation in the team is open to all Pharmacy staff across trust sites. Simultaneously, the Wellbeing and Multi-Faith Prayer Room, created through the HIVE project, has been effectively utilised for prayer and well-being discussions.

With successful representation from all Pharmacy sites, the team has outlined its agenda for 2024. This includes creating a calendar of events, providing heightened support for the removal of barriers program and addressing initiatives related to the Pharmacy Race Equality Standard.

Positive feedback has been received from staff regarding the room's utility as not only a prayer space but also a venue for low-level well-being discussions. This feedback has further supported managers in their efforts to provide assistance to staff, contributing to a more inclusive and supportive workplace environment.



The University Dental Hospital Manchester organised the DentalVision event with the primary objective of unifying the workforce to explore and celebrate the diverse backgrounds that contribute to enhancing the patient experience, strengthening the team and fostering increased understanding and civility among team members.

The event featured a food-sharing activity in the workforce canteen, where individuals brought dishes representing their cultural heritage. This initiative aimed to encourage conversations among attendees while providing a visual representation of the diverse identities within the team, marked on a world map. The discussions centered around the profound impact of diversity on both patient experience and colleague interactions. The event, strategically scheduled during Eurovision, incorporated music to enhance the festive atmosphere.

To ensure widespread participation, the event spanned the entire lunch hours for the workforce. The inclusive nature of the event was further emphasised by the incorporation of a suggestion box, allowing attendees to provide feedback and suggest ideas for future events. This approach ensured ongoing engagement and provided valuable insights for continuous improvement.

The workforce expressed genuine enjoyment, particularly with the food-sharing aspect of the event. Numerous suggestions were received for similar future events, indicating a positive response from the participants. As a hospital, we are committed to sustaining this spirit by planning and executing further events that celebrate diversity and promote a harmonious working environment.

The DentalVision event successfully achieved its objectives of fostering unity, celebrating diversity and promoting a collaborative and inclusive workplace culture. The positive feedback and suggestions for future events underscore the importance of continuing such initiatives to enhance the overall work experience at University Dental Hospital Manchester.



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Chaplains are here for everyone

MFT's Chaplaincy and Spiritual Care team are here for our staff too!

You can call the team on:
0161 276 8792

For out of hours or emergencies call Switch and ask for the on-call chaplain, stating which religion you require.

"The Spiritual Care Team offers service to all and will not discriminate on the grounds of: Religion or Belief, Age, Disability, Race or Ethnicity, Sex or Gender, Sexual orientation, Trans, Marriage or Civil Partnership, Pregnancy or Maternity."



The Chaplaincy and Spiritual Care service provides emotional and spiritual support to patients, carers and staff of all faiths. In 2023, they conducted over ten thousand patient visits. To address potential exclusion of LGBTQ+ individuals from traditional religious services, the service is actively working to create an inclusive and welcoming environment for everyone.

In 2023, we emphasised inclusivity for support regardless of sexuality or gender identity through various projects.. Our materials now include an LGBTQ+ inclusive statement, co-created with the staff network, emphasising our commitment to a safe and positive space for everyone. Additionally, an LGBTQ+ inclusion information board is in the multi-faith center at MRI. We support the Rainbow Badge scheme and our Chaplaincy Manager participated in the Manchester Pride Parade 2023 with the MFT group.

To accommodate the significant Muslim population, We extended chaplain hours by making a part-time chaplain full-time. Our educational efforts on religious festivals, including Ramadan, Eid, Sukkot and Rosh Hashanah, raise awareness among staff and patients.

We also appointed a Sikh chaplain to provide targeted support for Hindu, Sikh, Buddhist, and Jain individuals, actively involving volunteers from these traditions.



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The 'People Place' HR portal project aimed to establish a web-based system accessible 24/7, empowering users to find information independently and reducing low-level queries through a chatbot with frequently asked questions.

Before People Place, the Trust lacked a centralised resource and the intranet had limitations, particularly for groups like those on long-term sick leave. People Place addressed these issues, offering tailored information for managers and ensuring transparency for all staff. A dedicated team, including Subject Matter Experts and EDI representatives, supported its development with a soft launch and focus group sessions to enhance engagement and accessibility.

Website content, crafted with input from the EDI team, prioritised users with protected characteristics. Adhering to NHS and government guidelines, the site features user-friendly navigation, screen-reader compatibility, accessible font and an 'Accessibility' section for further adjustments. Subject Matter Experts (SMEs) follow accessibility principles and the focus groups during the go-live phase allowed staff to explore People Place, providing feedback for further improvements.

The project's launch received widespread acceptance and positive feedback within the Trust. Monthly Support Group meetings and the features on the website encourage user feedback for continuous improvements. Video transcripts were added based on feedback and the site, emphasising inclusivity, aligns with Trust values and behaviors. Continuous development aims to enhance the user experience and maintain staff engagement with the site.



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Inclusive Leadership

Our third strategic aim is Inclusive Leadership.

Leaders who embrace inclusivity value diverse perspectives, creating opportunities for everyone to succeed. This fosters a sense of belonging, leading to more creativity, innovation and collaboration. While senior managers promote equality and diversity, we also stress the importance of all staff practicing inclusive leadership.

The following pages explain how inclusive leadership helps attract and keep a diverse workforce, improving the quality of our care.

The Trust's leadership strategy aligns closely with the MFT People Plan. It places a significant emphasis on establishing an inclusive and diverse workforce. Achieving this goal requires managers and leaders to undergo training, equipping them with the tools and skills necessary to prioritise diversity in their decision-making. The Trust's Leadership and Culture strategy outlines the approach to developing inclusive and compassionate leaders and it covers three core principles:

1

Compassionate Leadership - The interaction between leaders and their team, where at the heart support and wellbeing is a central principle.

2

Inclusive Leadership - Where everyone regardless of role is seen as a valued contributor and are fully responsible for their contribution to success.

3

Staff Engagement - Creating an environment of trust, where all staff are empowered to drive improvement, thrive and operate at their best.



MFT's People Plan

Through the following training, schemes and initiatives the Trust is building an inclusive and diverse workforce, that is equipped with the tools and skills to place diversity at the heart of their decision-making.

EDI improvement plan : [The EDI Improvement plan](#) sets out targeted actions to address the prejudice and discrimination (direct and indirect) that exists through behaviour, policies, practices and cultures against certain groups and individuals across the NHS workforce. The Plan is about improving the experience of our people, benefiting retention and attracting new talent to help deliver the [NHS Long Term Workforce Plan](#). This Plan is being reviewed regularly every quarter by the Group Executives Team.

NHS Employers' Diversity In Health & Care Partners Programme 2023/24: The Trust is participating in the [NHS Employers' Diversity In Health & Care Partners Programme 2023/24](#). The Programme supports health and care organisations to create more inclusive workplace cultures, where the uniqueness of beliefs, backgrounds and ways of living are welcomed and celebrated. The year-long programme includes a session for Board members on the strategic business case for EDI, four face-to-face interactive modules and specialist virtual masterclasses. The programme also provides access to leading industry experts, good practice, guidance, resources and networking opportunities.

The Culture and Leadership Programme at MFT follows a comprehensive six-phase approach aimed at understanding, shaping, and implementing the desired future culture and strategy. Through this programme we aim to create a culture roadmap, embedding new practices to ensure a cohesive and effective transformation towards MFT's cultural and leadership goals.

The Reciprocal Mentoring Scheme links a senior leader with a Removing the Barriers member to have regular 1 to 1 mentoring conversations. The sharing of lived experiences continues to have a positive impact on approaches taken by senior leaders. In return, the senior leaders share their wealth of knowledge and experience to support the Removing the Barriers members with their career development.

Anti Racism Development Work with Board & External Company: The Trust is reviewing the approach to becoming an active anti-racist organisation. A workshop focused on race initially took place in October 2023 with our Group Management Board and Nurse Directors, followed by a more detailed workshop to explore how they can actively create an anti-racist culture. The aim is to then adopt the [North West BAME Assembly Anti Racism Framework](#), which guides and supports health organisation to achieve bronze, silver and gold accreditation against five themes:

1. Prioritise anti-racism
2. Understand lived experiences
3. Grow inclusive leaders
4. Act to tackle inequalities
5. Review progress regularly

For more information on these schemes and initiatives, please email equality@mft.nhs.uk



Celebrating Diversity

In the past year, the Trust celebrated diversity through a range of events that brought communities together and helped foster a culture that embraces what makes everyone different. Through celebrations, the Trust strives to foster an inclusive culture enriched by the diversity of Greater Manchester's communities and workforce. The following are some of the events and activities conducted during celebrations in 2023.



Celebrating Diversity



Manchester University
NHS Foundation Trust

In 2023 the Trust celebrated diversity by organising events that brought communities together and promoted a culture embracing everyone's differences.

These celebrations aim to foster an inclusive environment, enriched by the diversity of Greater Manchester's communities and workforce.

Here are some highlights from the 2023 celebrations.

- **Black History Month**
- **Disability History Month**
- **Diwali**
- **East and Southeast Asian Heritage Month**
- **Equality, Diversity and Human Rights Week**
- **Hanukkah**
- **Manchester Pride 2023**
- **Ramadan**
- **South Asian Heritage Month**
- **Christmas**



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The Group Equality, Diversity and Inclusion (EDI) Team

The Group EDI Team is responsible for developing, delivering and reviewing the Trust's Diversity Matters Strategy.

The purpose of the Group EDI Team is to build knowledge, confidence, support teams in being creative in progressing their own EDI activity, and enable them to achieve the Diversity Matters aims:

- Improved patient access, safety and experience.
- A representative and supported workforce.
- Inclusive leadership.

MFT Equality, Diversity and Inclusion Team

- Group Associate Director of Equality, Diversity and Inclusion
- Senior Equality, Diversity and Inclusion Practitioner
- Equality, Diversity and Inclusion Practitioner
- Project Support Officer for Equality, Diversity and Inclusion



If you require this report in an alternative format or would like to enquire about further details on information presented in this report, please contact the Equality, Diversity and Inclusion (EDI) Team at equality@mft.nhs.uk.



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Appendix 1

PALS and Complaints processes requests for all patients and representatives, regardless of their demographics/characteristics. The process is now reviewed to improve equality and accessibility to providing feedback. Below data table shows the demographic data of the feedback received by the service.

	Q2 22/23	Q3 22/23	Q4 22/23
Disability			
Yes	32	27	46
No	17	11	69
Not Disclosed	472	514	388
Total	521	552	503
Disability Type			
Learning Difficulty/Disability	0	0	1
Long-Standing Illness or Health Condition	20	19	14
Mental Health Condition	7	5	3
No Disability	0	1	1
Other Disability	9	5	2
Physical Disability	7	8	14
Sensory Impairment	5	5	8
Not Disclosed	473	509	460
Total	521	552	503

	Q2 22/23	Q3 22/23	Q4 22/23
Sexual Orientation			
Heterosexual	129	92	97
Lesbian / Gay/Bi-sexual	3	5	6
Other	16	14	1
Do not wish to answer	11	18	14
Not disclosed	362	423	385
Total	521	552	503

	Q2 22/23	Q3 22/23	Q4 22/23
Ethnic Group			
Asian Or Asian British - Bangladeshi	3	1	
Asian Or Asian British - Indian	6	2	5
Asian Or Asian British - Other Asian	5	5	6
Asian Or Asian British - Pakistani	10	11	9
Black or Black British – Black African	6	6	4
Black or Black British – Black Caribbean	5	7	9
Black or Black British – other Black	1	2	2
Chinese Or Other Ethnic Group - Chinese		1	2
Mixed - Other Mixed	1	4	1
Mixed - White & Asian	3	2	
Mixed - White and Black African	1		
Mixed - White and Black Caribbean	2	4	1
Not Stated	112	109	98
Other Ethnic Category - Other Ethnic	4	8	10
White - British	180	202	196
White - Irish	3	4	6
White - Other White	10	7	8
Not disclosed	169	177	146
Total	521	552	503

	Q2 22/23	Q3 22/23	Q4 22/23
Gender			
Man (Inc Trans Man)	201	226	206
Woman (Inc Trans Woman)	315	319	290
Non Binary			
Other Gender	1	4	1
Not Specified	2	3	5
Not Disclosed	2		1
Total	521	552	503

	Q2 22/23	Q3 22/23	Q4 22/23
Religion/Belief			
Buddhist		1	
Christianity (All Denominations)	75	54	62
Do Not Wish To Answer	16	4	10
Muslim	11	11	11
No Religion	53	59	44
Other	3	6	2
Sikh	1	1	
Jewish	4	3	2
Hindu	1	3	3
Not disclosed	356	408	369
Humanism		1	
Paganism		1	
Total	520	552	503



A big thank you to our workforce for their continuous commitment and hard work demonstrated throughout this report, enabling us to work towards our Diversity Matters aims and objectives. We also greatly appreciate our patients and service users for their feedback, which helps us continuously improve the services we deliver.

Those responsible for compiling and reviewing the MFT PSED Annual Equality Information Report 2023:

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Caron Martin, Group Associate Director of Equality, Diversity and Inclusion

Jismy Vellakunathu Kunjachan, Equality, Diversity and Inclusion Practitioner

Manchester University NHS Foundation Trust (MFT) Board members

Date on which the MFT PSED Annual Equality Information Report 2023 was presented to the Board of Directors:

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