Monitoring and evidence based commissioning

Friends, Families and Travellers

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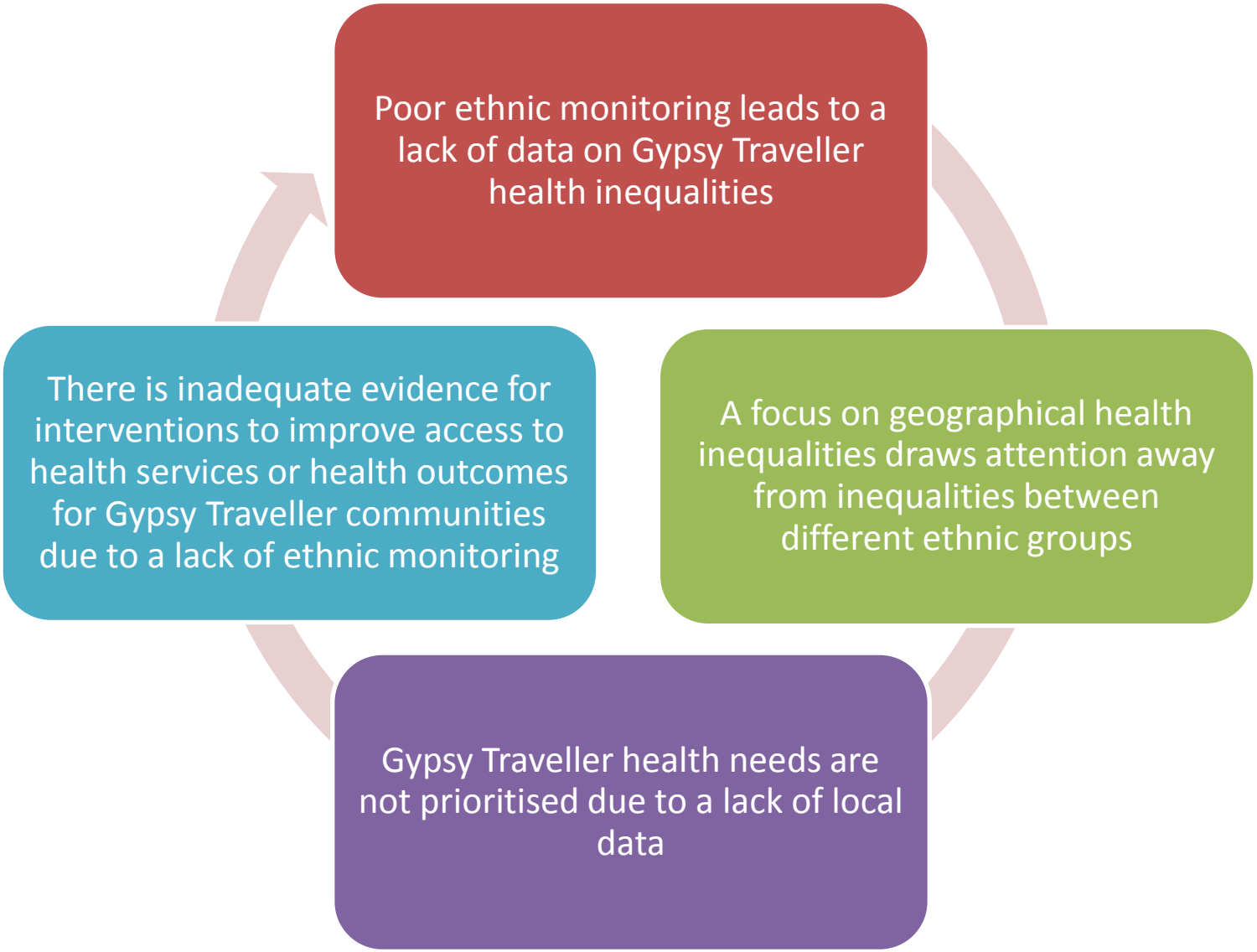
A Cycle of Exclusion



Health Inequality Duty

- The health inequality duty is a general duty and commissioners are responsible for identifying health inequalities locally taking a 'whole population' approach.

- The Health and Social Care Act 2012 conveys a legal duty on CCGs to reduce inequalities in **ability to access** health services and **outcomes achieved**

- "Publishing guidance or policies, or making decisions without demonstrating how you have paid due regard to the Duty leaves the organisation open to legal challenge."

- NHS Guidance for NHS commissioners on equality and health inequalities legal duties

2011 Census and the NHS Data Dictionary

- 'Gypsy/Traveller' was included in the 2011 Census for the first time
- The NHS Data dictionary has not yet been updated to include 'Gypsy Traveller'
- This lack of inclusion significantly impedes the ability of CCGs to identify inequalities in access to services and health outcome

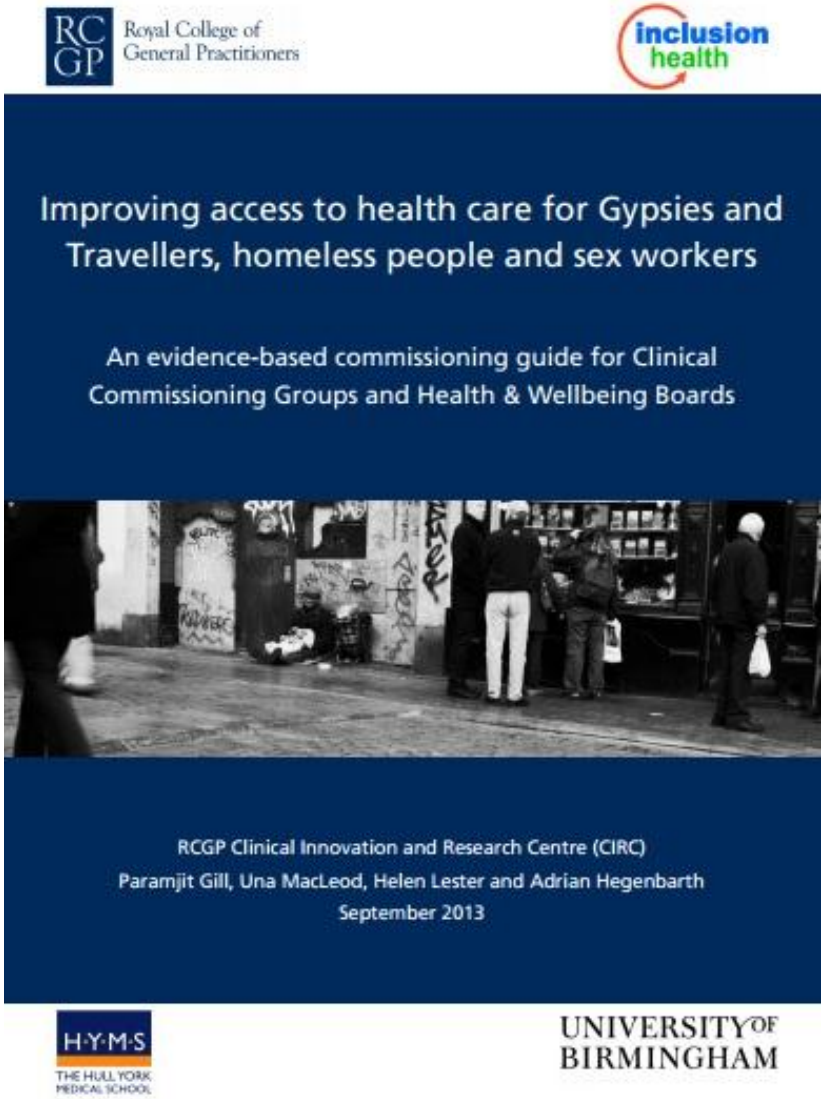
Ethnic Monitoring and Trust

- Improving ethnic monitoring takes more than including categories on forms
- An environment in which Gypsies and Travellers have the confidence to declare their ethnicity without fear of prejudice or discrimination must be fostered
- Investment in building cultural competency relationships of trust between professionals and Gypsy Traveller communities is crucial

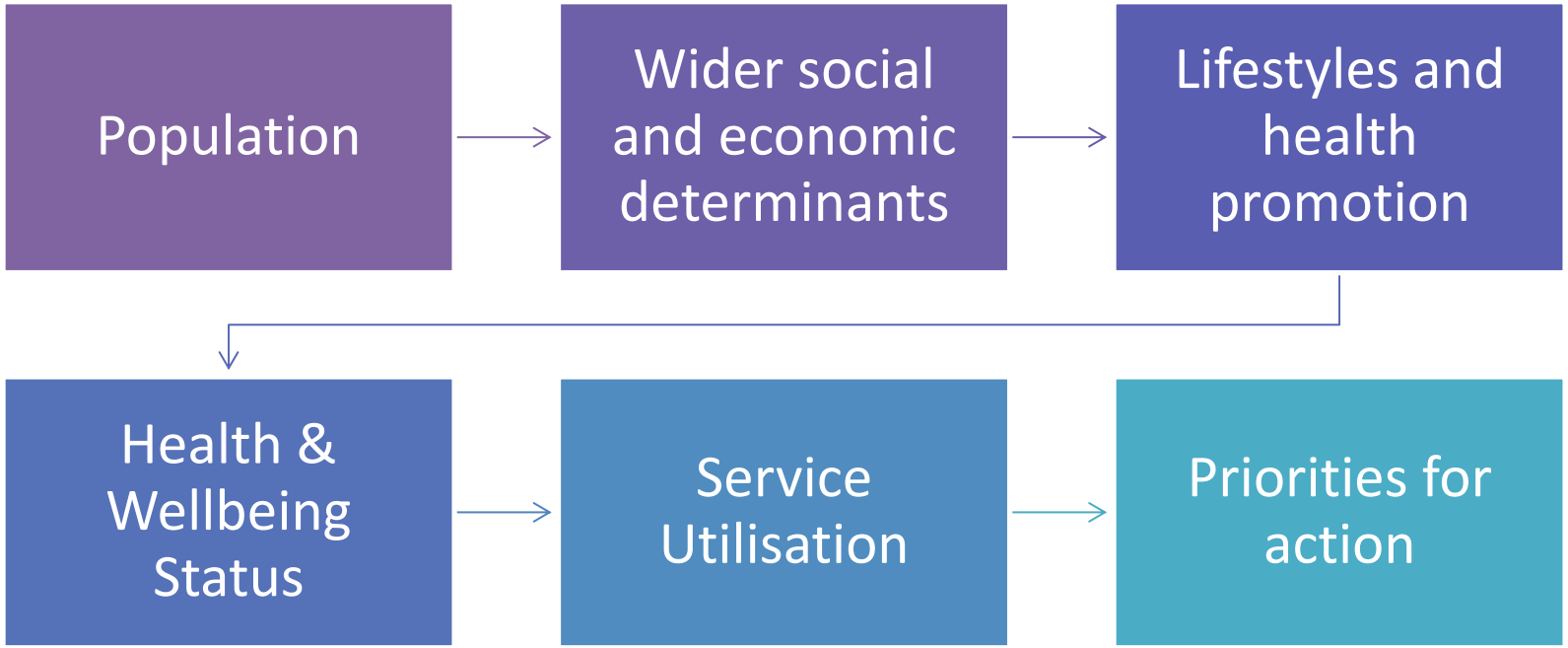
Inclusive JSNAs

As a minimum a good JSNA should:

- Provide an accurate picture of the demographics of vulnerable groups
- Include health and social needs
- Describe how existing services meet needs and where there are any gaps in provision
- Use a range of qualitative and quantitative data



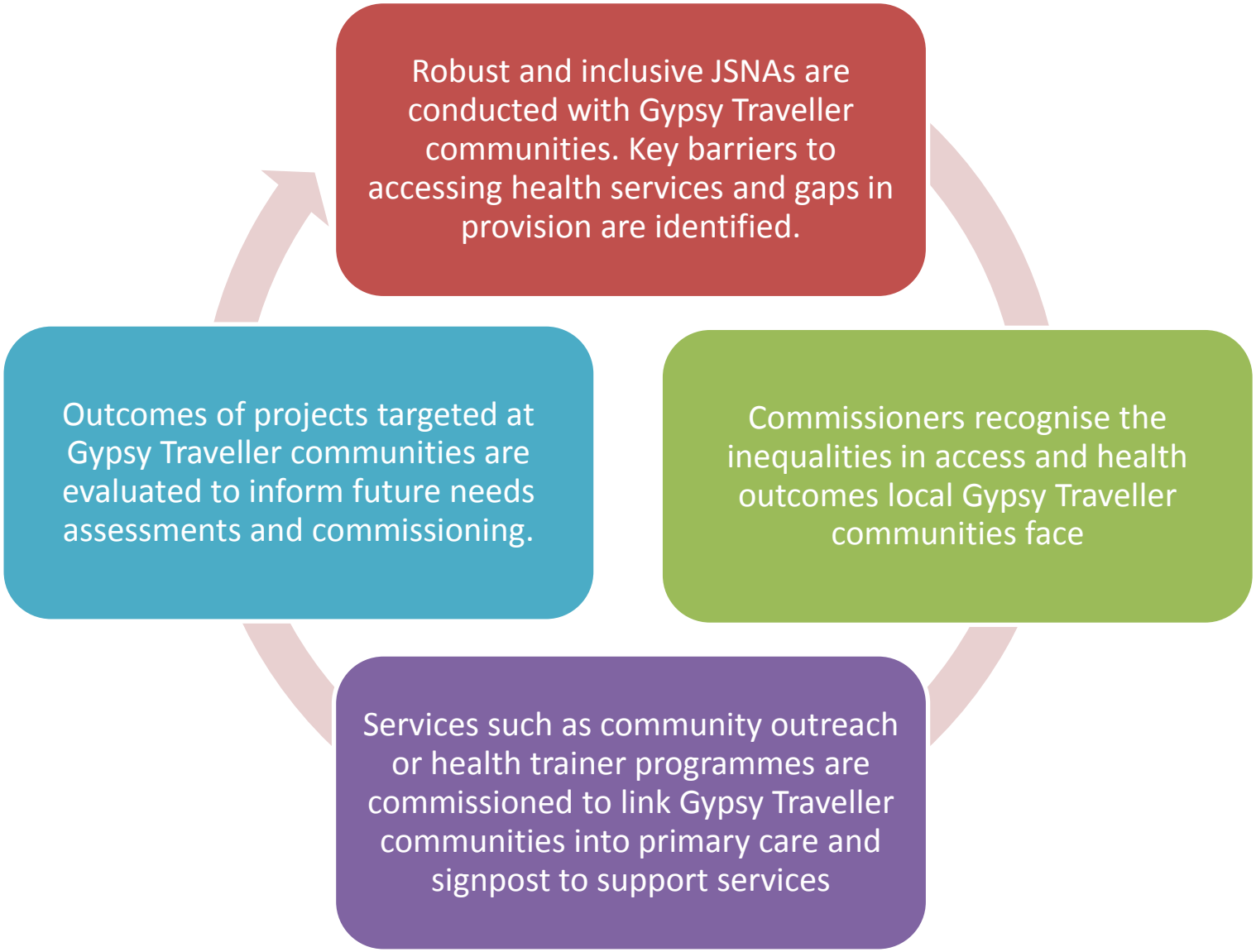
JSNAs should include information on Gypsy Traveller communities with reference to –



Gypsy Traveller People are experts in their own health

- Use peer interviews, focus groups and Gypsy Traveller forums to gather community insight.
- Engage with grassroots Gypsy Traveller organisations. The National Federation for Gypsy Traveller Liaison Groups has a list of members organised by region available here.
- Engage with local organisations that work with Gypsy Traveller people. FFT have a services directory of Traveller support services.

A cycle of Inclusion



CCG funded community engagement influencing commissioning

Following a survey into the use of urgent care services the recommendations were made and actioned –

- 3 GP surgeries and the walk-in centre were given Gypsy Traveller cultural awareness training
- Information regarding duties to register patients with no fixed abode and lack of utilities bill was provided to GP surgeries
- A help card was produced and distributed to support access to GP surgeries –

fft
Friends Families and Travellers

NHS
Brighton and Hove
Clinical Commissioning Group

NHS HELP CARD

I need some extra help

- ☑ I need help filling in forms
- ☑ I need help reading and understanding
- ☑ I would like a GP who is the same gender as me
- ☑ I would like to speak to someone confidentially