

A: IMPROVED HEALTH

Aim: To ensure that people with physical and sensory impairments are able to enjoy good physical and mental health, and have access to appropriate treatment and support in managing long term conditions

<p>Objective 1 To implement clear comprehensive pathways with consistent outcomes for a range of long term conditions.</p>		
<p>Actions The Board will ensure that the needs of those living with the following long term conditions are met in the development of services. In the first year the following priority areas will be scrutinised so that: -</p> <ol style="list-style-type: none"> 1. Ophthalmology services meet the outcomes of the Vision 2020 strategy implementation plan. 2. Services provide a comprehensive pathway for audiology care. 3. Implementation of the Quality Markers agreed in the National Stroke Strategy for England (2007). 4. A process is in place to include locality based user led groups to identify subsequent areas of work. 		
<p>Outcomes That people with vision conditions, hearing conditions and those that have had a stroke have been: -</p> <ul style="list-style-type: none"> • Provided with clear information about services available. • Able to access the services recommended by best evidence. • Consulted on their experience of the services provided to identify priority needs. 		
Monitoring performance – Year 1	Who by	When
<p>Commissioners of services will submit evidence to the Board of :-</p> <ol style="list-style-type: none"> 1. Progress on the national implementation plan to meet outcomes of Vision 2020 strategy. 2. A health and social care pathway of audiology services and support to ensure seamless care. 3. Progress on development of services to meet the Stroke Strategy Quality Markers. 	<p>PCT (Andrew Stephenson)</p> <p>GP Commissioning group (?)</p> <p>NYCC (Seamus Breen)</p> <p>Selby Reference Group</p>	<p>31 March 2012</p>

Objective 2

To provide services that takes account of the needs of disabled people.

Actions

The Board will ensure that physical and communication needs are considered in the development of services so that : -

1. Provision for easy physical access for disabled people is included in the contracting process for all new services.
2. Health services are clear about their responsibilities of communication support.
3. Existing services will identify and address problems that create barriers to their services by completing an Equality Impact Assessment (EIA) together with a locality based user led group.
4. Commissioners of services develop a user-led compliance monitoring process.

Outcomes

Services will have taken account of the needs of disabled people so that:-

- Service specifications for new services have to include a requirement to ensure equitable access to their services.
- Providers of services fully meet their responsibilities outlined in the Equality Act - eg. BSL interpreters
- Existing and new services will have been provided with support and information so that they can complete Equality Impact Assessment.

Monitoring performance – Year 1	Who by	When
Commissioners of services will submit evidence to the Board of :- 1. Contracting guidance for new services to describe how they ensure physical access for disabled people. 2. Monitoring of providers, using locality based user led groups, to meet the requirements of the Equality Act. 3. The process for providers of new services (10 or more people) to carry out and make available an Equality Impact Assessment.	PCT (Andrew Stephenson) GP Commissioning group (?) NYCC (Seamus Breen) Selby Reference Group	31 March 2012

Objective 3

To develop easily accessible information so that all people are aware of how/when/where they can get the treatment and services they need.

Actions

The Board will ensure that needs of disabled people are considered in the development of information about health services so that: -

1. The development of public funded local health website use feedback from a people with a range of disabilities.
2. Information is provided to the right person, at the right time, in the right way.
3. Staff have undertaken equality and diversity training for their induction and ongoing personal development.
4. A process is in place to implement and monitor the 'flagging' of health records to identify communication and access problems and whether the person is a carer.

Outcomes

Information provided about services for disabled people should:-

- Use the feedback from disabled people to provide websites that are easy to use with relevant information.
- Explain clearly who to/when/how services are provided.
- Be delivered by staff that have undertaken appropriate equality and diversity training for their role.
- Explain how specific needs of an individual are recorded on their health records.

Monitoring performance – Year 1	Who by	When
<p>Monitoring performance Commissioners of services will submit evidence to the Board of :-</p> <ol style="list-style-type: none">1. How patient satisfaction feedback is collected and used to improve the information on local health websites.2. How complaints are handled to improve the way that information is provided to disabled people.3. The training and development standards for equality and diversity awareness for all staff.4. The guidance on 'flagging' of special requirement of an individual on their health records.	<p>PCT (Andrew Stephenson)</p> <p>GP Commissioning group (?)</p> <p>NYCC (Seamus Breen)</p> <p>Selby Reference Group</p>	<p>31 March 2012</p>