



The Robert Jones and Agnes Hunt  
Orthopaedic Hospital  
NHS Foundation Trust

# NHS Equality Delivery System (EDS2) Domain 1, 2 & 3 - 2024/2025 *Rating and Scoring for RJAH*

→ *Improving lives through excellent and innovative care*





## **RJAH EDS2 Domains: A Comprehensive Overview of Outcomes for Service and Workforce Well-being.**

### **Exploring Patient Experience and Staff Health in Modern Healthcare Practice.**

The Equality Delivery System (EDS2) provides NHS organisations with a robust framework to enhance both the quality of services they offer and the well-being of their workforce. At the Robert Jones and Agnes Hunt Orthopaedic Hospital (RJAH), EDS2 Domains 1, 2, and 3 set clear expectations for excellence in patient-centred care, the creation of a supportive work environment, and the pursuit of inclusive leadership.

This document provides a comprehensive exploration of these domains, illuminating the significance of each outcome and outlining the strategies through which we at RJAH are..

## **Developing Activity**

## EDS2 Domain 1: Commissioned or Provided Services

This domain focuses on how health services are designed, delivered, and experienced by patients and service users. The outcomes emphasise equitable access, high-quality care, patient safety, and overall satisfaction.

### Outcome 1A: Patients Have Required Levels of Access to the Service

Access is a foundation of effective and equitable healthcare. It encompasses the ease with which individuals can obtain services, including the timeliness of appointments, geographical reach, and both physical and digital accessibility. RJAH is committed to ensuring that care is accessible to everyone, regardless of age, gender, ethnicity, disability, or other characteristics.

Key strategies include:

- Extending opening hours and offering flexible appointment systems to better accommodate patients' schedules.
- Providing remote consultations (telephone or video) for those unable to attend in person, thus overcoming geographic and mobility barriers.
- Delivering clear information about service access in multiple languages and formats, addressing language and communication needs.
- Offering transport assistance or collaborating with community organisations to support patients in rural or hard-to-reach areas.
- The ultimate goal is for every patient to feel confident in their ability to access care when needed, with minimal obstacles.

### Outcome 1B: Individual Patients' Health Needs Are Met

Healthcare must be responsive to the diverse backgrounds and specific needs of each patient. This requires thorough assessment, personalised care planning, and continuous review so that services remain relevant and effective.

Key approaches involve:

- Conducting comprehensive initial assessments that consider medical, psychological, and social factors.
- Facilitating shared decision-making, empowering patients to participate actively in their care choices.
- Scheduling regular reviews and follow-ups to ensure that treatments are effective and adapt as needs change.
- Coordinating with social care, mental health services, and community support to offer holistic care.
- Success is reflected not only in clinical outcomes but also in patient feedback, engagement, and improvements in overall health and quality of life.

### Outcome 1C: Patients Are Free from Harm When Using the Service

Safety underpins all healthcare delivery. RJAH prioritises robust systems to prevent avoidable harm and to respond swiftly when incidents occur.

Key mechanisms include:

- Maintaining rigorous clinical governance and comprehensive incident reporting structures.
- Delivering regular staff training in safeguarding, infection prevention, and risk management.
- Educating patients about safety practices and potential risks related to their care.
- Monitoring and acting on patient safety alerts, as well as integrating new evidence into practice.
- A culture of transparency, where mistakes prompt learning and improvement rather than concealment, is central to harm-free care at RJAH.

### Outcome 1D: Patients Report Positive Experiences of the Service

High-quality care is marked by respect, empathy, clear communication, and responsiveness. RJAH seeks to understand and improve patient experience through continuous feedback.

Key strategies:

- Ensuring polite, compassionate interactions at every stage of the patient journey.
- Providing clear explanations and involving patients in decisions about their treatment.
- Responding swiftly to concerns, complaints, or suggestions, turning feedback into positive change.
- Celebrating patient stories and successes, reinforcing the importance of each individual voice.
- Levels of satisfaction reflect technical competence and the human touch that defines exceptional care.

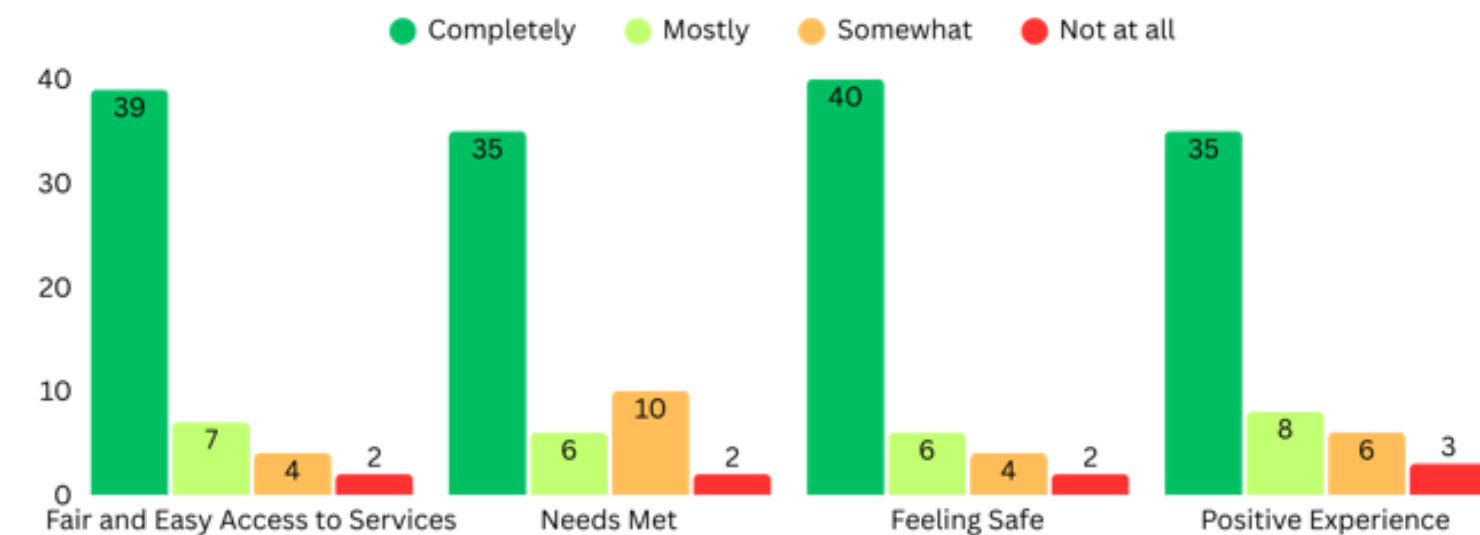


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### EDS2 Survey Responses – July 2024/February 2025

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**EDS2 Domain 2: Workforce Health and Well-being**  
**Scoring event date - Thursday 19<sup>th</sup> June 2025.**

Domain 2 recognises the importance of supporting staff in both their physical and mental health, ensuring they feel safe, valued, and empowered. A healthy, motivated workforce is essential to delivering high-quality patient care.

**Outcome 2A: Support for Staff with Chronic Conditions**

Chronic health conditions, such as obesity, diabetes, asthma, COPD, and mental health disorders, are common among staff and can impact well-being at work. RJAH takes a proactive, confidential, and compassionate approach to support.

Key support mechanisms include:

- Providing access to occupational health services for regular screening and professional guidance.
- Offering personalised interventions, including tailored exercise programmes, nutrition workshops, and stress management sessions.
- Making reasonable adjustments to duties or working hours to accommodate health needs.
- Facilitating peer support groups and confidential counselling options.
- The objective is to empower staff to manage their conditions effectively and to thrive in their roles.

**Outcome 2B: Staff Are Free from Abuse, Harassment, Bullying, and Physical Violence**

A safe and respectful workplace is vital for staff morale and retention. RJAH enforces a zero-tolerance policy against abuse from any source.

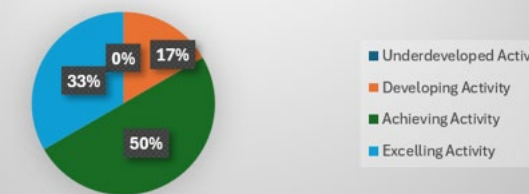
Key strategies include:

- Establishing clear, confidential reporting procedures with protection from retaliation.
- Requiring training on recognising and responding to abuse and harassment.
- Undertaking swift and fair investigations, with appropriate consequences to uphold standards.
- Promoting a culture of respect, inclusion, and allyship throughout the organisation.
- Staff must feel secure and valued in their workplace, confident that concerns will be addressed.



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**2A: When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions.**



Underdeveloped Activity	0
Developing Activity	1
Achieving Activity	3
Excelling Activity	2

**2B: When at work, staff are free from abuse, harassment, bullying and physical violence from any source**



Underdeveloped Activity	0
Developing Activity	5
Achieving Activity	0
Excelling Activity	1



**Outcome 2C: Access to Independent Support and Advice**

Independent support is crucial for staff experiencing stress, harassment, bullying, or violence. Support frameworks include:

- Employee Assistance Programmes (EAP) offering confidential counselling and advice.
- Links to external advocacy organisations and trade unions for additional support.
- Clear signposting to helplines and support lines.
- Opportunities for informal discussion or mediation outside the formal management structure.
- These resources help staff feel less isolated and better equipped to navigate challenging situations.



Underdeveloped Activity	1
Developing Activity	4
Achieving Activity	0
Excelling Activity	1

**Outcome 2D: Staff Recommend the Organisation as a Place to Work and Receive Treatment**

The ultimate indicator of success is staff pride and willingness to recommend RJAH as an employer and care provider. Drivers for this recommendation include:

- Visible leadership commitment to equality, diversity, and inclusion.
- Opportunities for professional growth and career progression.
- Recognition and reward for good work and dedication.
- Consistent delivery of high-quality, patient-centred care.
- Regular staff surveys and ongoing dialogue ensure that the organisation remains responsive to workforce needs and aspirations.



Underdeveloped Activity	1
Developing Activity	1
Achieving Activity	4
Excelling Activity	0



**EDS2 Domain 3: Inclusive Leadership**  
Scoring event date - Wednesday 8<sup>th</sup> October 2025.

Leadership sets the tone for organisational culture, accountability, and the advancement of equality. Domain 3 articulates the expectations for board members and senior leaders.

**Outcome 3A: Board Members and Senior Leaders Demonstrate Understanding and Commitment**

Leaders at RJAH—board members, system leaders (Band 9 and VSM), and all those with line management responsibilities—are expected to consistently demonstrate awareness of, and dedication to, advancing equality and addressing health inequalities.

**Outcome 3B: Board and Committee Papers Address Equality and Health Inequalities.**

All board and committee papers, including meeting minutes, routinely identify potential equality and health inequalities impacts and risks. They also outline how these risks will be mitigated and managed, ensuring that equality considerations are embedded in all decision-making processes.

**Outcome 3C: Leadership Ensures Performance Management and Progress Monitoring**

RJAH's senior leaders ensure that systems and levers are in place to manage performance and to monitor progress with both staff and patients, fostering continual improvement and accountability.





## Conclusion

EDS2 Domains 1, 2, and 3 together provide a rigorous framework for RJAH to continuously enhance the quality of its services and support the well-being of its workforce. These outcomes go beyond basic compliance; they are expressions of a deeper commitment to fairness, safety, compassion, and excellence.

By focusing on equitable access, personalised care, patient safety, and positive experiences, alongside comprehensive staff support and inclusive leadership, RJAH sets a benchmark for integrated, inclusive healthcare. Regular evaluation, open feedback, and ongoing adaptation ensure that these standards are maintained and continually raised, benefiting patients, staff, and the wider community.

# EDS2 Domain 1, 2 & 3 Scoring Ratings.



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EDS FY2024/2025 - Summary Scores

Domain	Description	2024/2025 Rating	2024/2025 Score	
<b>Domain One - Service Line.</b>				
Outcome	1A	Patients & Service Users have access to the Service.	Excellent	3
	1B	Individual Patients/service users health needs are met.	Excellent	3
	1C	Patient/service users are free from harm.	Excellent	3
	1D	Patients/service users report positive experience of the service.	Excellent	3
<b>Sub Score D1</b>			<b>12</b>	
<b>Domain Two - Health and Welbeing of Staff.</b>				
Outcome	2A	When at work, staff are provided with support to manage obesity, diabetes, asthma, COPD and mental health conditions.	Achieving Activity	2
	2B	When at work, staff are free from abuse, harassment, bullying and physical violence from any source.	Developing Activity	1
	2C	Staff have access to independent support and advice when suffering from stress, abuse, bullying, harassment and physical violence from any source.	Developing Activity	1
	2D	Staff recommend the organisation as a place of work and receive treatment.	Achieving Activity	2
<b>Sub Score D2</b>			<b>6</b>	
<b>Domain Three - Inclusive Leadership.</b>				
Outcome	3A	Board members, system leaders (Band 9 and VSM) and those with line management responsibilities routinely demonstrate their understanding of, and commitment to, equality and health inequalities.	Developing Activity	1
	3B	Board/Committee papers (including minutes) identify equality and health inequalities related impacts and risks and ow they will be mitigated and managed.	Developing Activity	1
	3C	Board members, system and senior leaders (band 9 and VSM) ensure levers are in place to manage performance and monitor progress with staff and patients.	Developing Activity	1
<b>Sub Total D3</b>			<b>3</b>	
<b>Total Score</b>			<b>21</b>	
			<b>Developing</b>	

→ **Overall Rating for RJAH for EDS2 Domain  
1, 2 and 3 is...**

**Developing Activity.**