

# Public Sector Equality Duty Annual Equality Information Report 2024/25

April 2024 – March 2025



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2024

Proudly supporting those who serve.

# Chairs Welcome

Welcome to our annual **Public Sector Equality Duty (PSED)** report for 2024-25. It has been a pleasure to chair the **University Hospitals of Northamptonshire Group (UHN)** (comprising **Northampton General Hospital NHS Trust (NGH)** and **Kettering General Hospital NHS Foundation Trust - KGH**) for the year and you will see in this report how we have made progress in **strengthening our collaboration, improving in some key operational areas** and are **implementing improvements** to enhance the experience of both our colleagues and our patients.

I did not think it was possible for my admiration for my colleagues to grow any more but this has been another year in which I have seen teams across our hospitals go **above and beyond** to **deliver the best possible care** to the people of Northamptonshire in difficult circumstances. It has been a privilege to be a member of the **board for organisations** which display our values of **courage, accountability, compassion, integrity and respect** in everything they do.

In 2025 – 26, we must continue to focus on **collaboration** and the benefits **working together** to improve UHN as both a place to work and receive care. I would like to thank all of my UHN colleagues for their continued support throughout my tenure. I look forward to watching the organisations go from strength to strength.



**Andrew Moore**

Group Chair UHN & UHL



Workforce



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# UHN & UHL Group CEO Welcome

I was proud to join the **University Hospitals of Northamptonshire NHS Group** in late October 2023 as Chief Executive and I have been impressed by what I have seen and heard. We face many challenges including providing services post COVID and the impacts of **industrial action, growing demand, inflation and low public faith** in the NHS, yet there are many reasons to remain optimistic about our future.

We now have an important opportunity to work with **partners**, including the **University Hospitals of Leicester NHS Trust**, where I am also CEO, to deliver two priorities:

1. **To improve UHN as a place to work**
2. **To improve UHN as a place to receive care.**

These two priorities are intrinsically linked and we know that by maintaining a **relentless focus** on improving the **experience of colleagues**, we will improve the **experience and outcomes of patients**.

Our work in the first of these priorities has been shaped by the **feedback received from colleagues** as part of the annual **NHS Staff Survey** and well over half of our workforce told us what UHN is like as a place to work. We have a lot more to do to **improve culture, equality and working conditions** across UHN. We need to build on the **Tackling Racism Strategy**, which we launched during **Race Equality Week in February 2024**.

We have also been encouraged by progress with patient care. In **cancer, diagnostics and planned care** we have performed comparatively well and we are continuing to **reduce the maximum waits for planned care**. Next year, continuing to **strengthen clinical collaboration** is a priority. Our fully integrated Head and Neck Service is a prime example of the benefits of an integrated model across UHN.

I am grateful for the difference made by all colleagues over the last year.



**Richard Mitchell**  
Group Chief Executive UHN & UHL



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# Forward

The **Equality, Diversity and Inclusion Workforce Annual Report** for 2024/2025 reviews the work **University Hospitals of Northamptonshire (UHN)** has undertaken to promote **equality**, celebrate **diversity** create an **inclusive** workforce during April 2024 to March 2025.

**Northampton General Hospital** and **Kettering General Hospital** form the **University Hospitals of Northamptonshire NHS Group** which will enable us to work more closely together to provide our colleagues with an exceptional working environment, which in turn, enables us to meet our **Mission**, **Vision** and **Values** during 2024/2025 and the years ahead.

In July 2021 we approved our 2021-25 **Group Equality, Diversity & Inclusion Strategy**, providing a real focus on the work that the Group needs to undertake as part of its commitment to become a truly inclusive employer for our people and our patients.

We are determined and committed to improve the experiences of teams by driving the necessary changes for people to truly be united in making UHN the best it can be – a place where people feel **valued**, **respected** and **empowered**. We want to work to make sure we keep the amazing staff we have and support them to implement change and feel valued at work, where they can bring their whole selves to work and be celebrated for everything they are.

We are also committed to encouraging our teams to think differently and explore ideas with them on how we can make UHN the best place to work and receive care. We have established a number of staff networks to ensure that we celebrate and embrace the diversity of teams. Our **REACH (Race, Ethnicity & Cultural Heritage)**, **Gender Equality (GE)**, **DAWN (Disability & Wellbeing Network)** and **PRIDE (LGBTQ+)** networks all support colleagues to have their voices heard and provide a space for us to all learn and improve how we do things here.



**Laura Churchward**  
UHN Group Chief Executive



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# Glossary

ACAS	Advisory, Conciliation and Arbitration Service	GE	Gender Equality
AIS	Accessible Information Standard	GMC	General Medical Council
BAME	Black, Asian, and Minority Ethnic	GPG	Gender Pay Gap
CPD	Continuous Professional Development	KGH	Kettering General Hospital
CQC	Care & Quality Commission	LGBTQ+	Lesbian, Gay, Bisexual, Trans & Queer
DAWN	Disability, Accessibility, Wellbeing & Inclusion	NGH	Northampton General Hospital
EDI	Equality, Diversity & Inclusion	PSED	Public Sector Equality Duty
EDS	Equality Delivery System	REACH	Race, Ethnicity, & Cultural Heritage
EIA	Equality Impact Assessment	UHL	University Hospitals of Leicestershire
EPG	Ethnicity Pay Gap	UHN	University Hospitals of Northamptonshire
ESR	Electronic Staff Record	WDES	Workforce Disability Equality Standard
FTSU	Freedom to Speak Up	WRES	Workforce Race Equality Standard



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# Introduction

**Equality, Diversity, and Inclusion (EDI)** are key to achieving the Group vision of being “**Dedicated to excellence** in patient care and staff experience, and to becoming a leader in clinical excellence, inclusivity and collaborative healthcare.”

We believe that the **Equality, Diversity, and Inclusion** agenda is critical to building a future proof workforce that is truly reflective of the **diverse communities** we serve. We also believe that in building a diverse workforce, we will increase the talent pool from which we recruit and build services that are responsive to the **needs of the local community**.

We have agreed **five priorities for the Group**. Everything we do across both **Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust** should contribute towards achieving goals within at least one of these priority areas. They represent the long-term objectives of the Group, and each has an ambition and a success measure that we can track. Every year we will **analyse our performance** as a Group and set annual goals designed to make the biggest impact on each of these areas. Delivering our goals will move us closer towards achieving our overall vision.

- **Patient** - Excellent patient experience shaped by the patients' voice.
- **Quality** - Outstanding quality healthcare underpinned by continuous, patient-centred improvement and innovation.
- **Systems and Partnerships** - Seamless, timely pathways for all people's health needs, working together with our partners.
- **Sustainability** - A resilient and creative University Hospital Group, embracing every opportunity to improve care.
- **People** - An inclusive place to work where people are empowered to make a difference.



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# Context

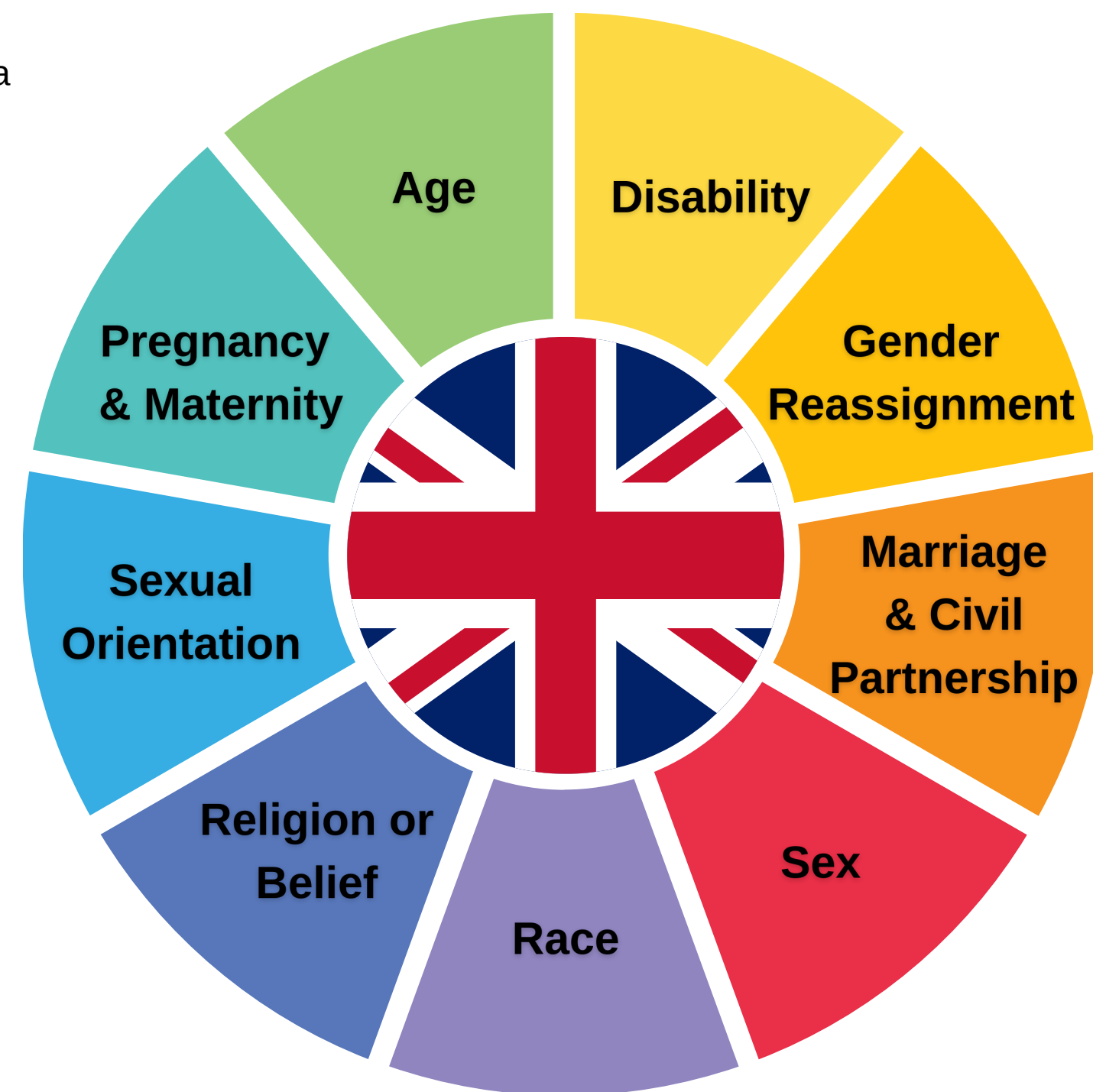
**University Hospitals of Northamptonshire (UHN)** was established in October 2019. With over 11,000 staff, it oversees two hospitals and community services across **Northampton** and **Kettering** on two sites. **UHN** offers a broad spectrum of services, ranging from local general hospital care to specialised regional and national services.

This **Equality Information Report** provides evidence of how **UHN** 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:

- Put an **end to unlawful behaviour** that is banned by the **Equality Act 2010**, including **discrimination**, **harassment** and **victimisation**
- **Advance equal opportunities** between people who have a protected characteristic and those who do not
- **Foster good relations** between people who have a protected characteristic and those who do not.

This report details the work done in 2024 to promote **Equality, Diversity and Inclusion (EDI)** among the patients, service users and workforce at **UHN**, aligning with the objectives of our **EDI Strategy (2020-25)** and our vision to improve the **health and quality of life** of our diverse population by building an organisation that:

- Creating a **representative and supportive** workforce
- Supporting **accurate data collection** and usage to **measure and reduce inequalities**
- Developing **compassionate leadership** and **accountability**
- Culture change through **mainstreaming diversity and inclusion**
- **Improving patient access** and experience in and of our services



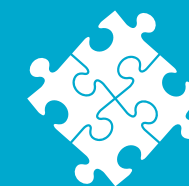
**Workforce**



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# Our Hospitals

This report details **our performance** during 2024 and contains examples of practice from across the **UHN Hospitals**, We provide the full range of **outpatients, diagnostics, inpatient and day case elective and emergency care** and also a growing range of **specialist treatments** that distinguishes their services from many district general hospitals It also provides a very small amount of healthcare to **private patients**.

We are constantly seeking to expand the portfolio of **hyper-acute specialties** and to provide services in the most **clinically effective** way. Examples are developments in both **urological cancer surgery and laparoscopic colorectal surgery** which are placing the hospital at the forefront of regional provision for these treatments.



  
Kettering General Hospital  
NHS Foundation Trust



  
Northampton General Hospital  
NHS Trust



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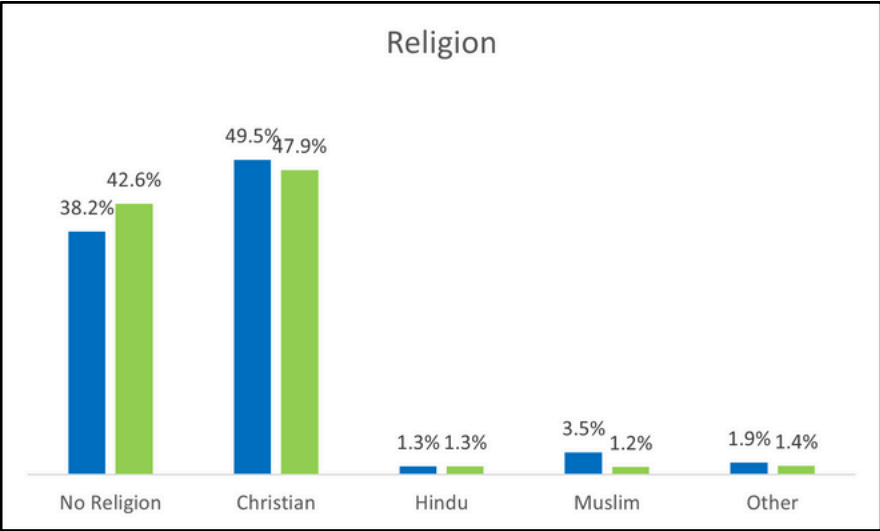
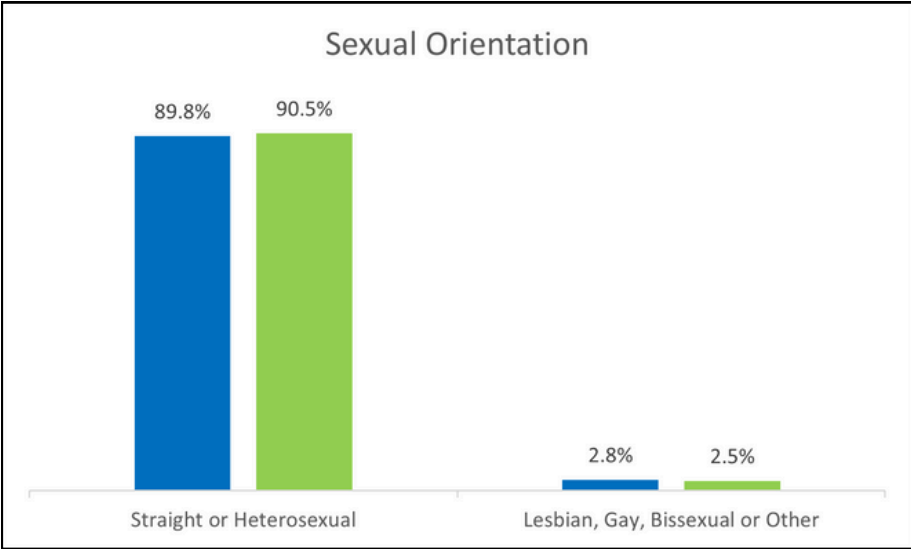
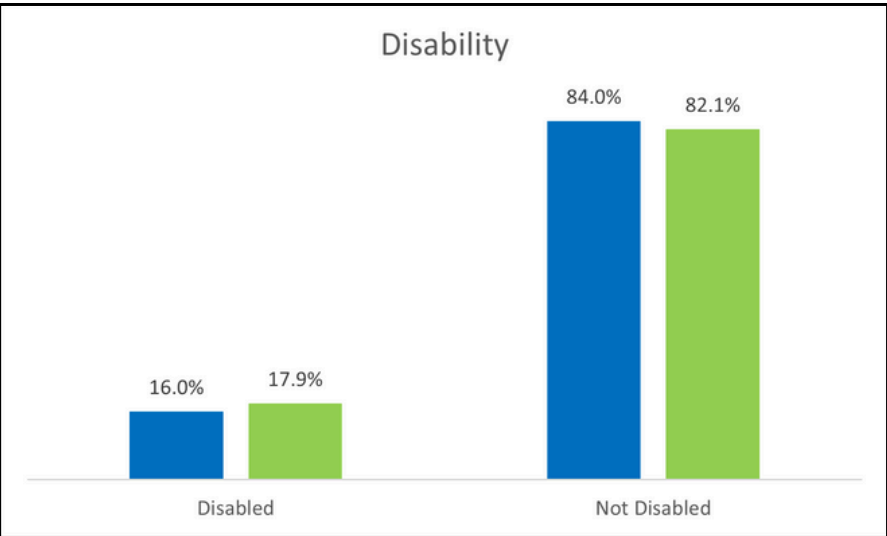
Patient Care



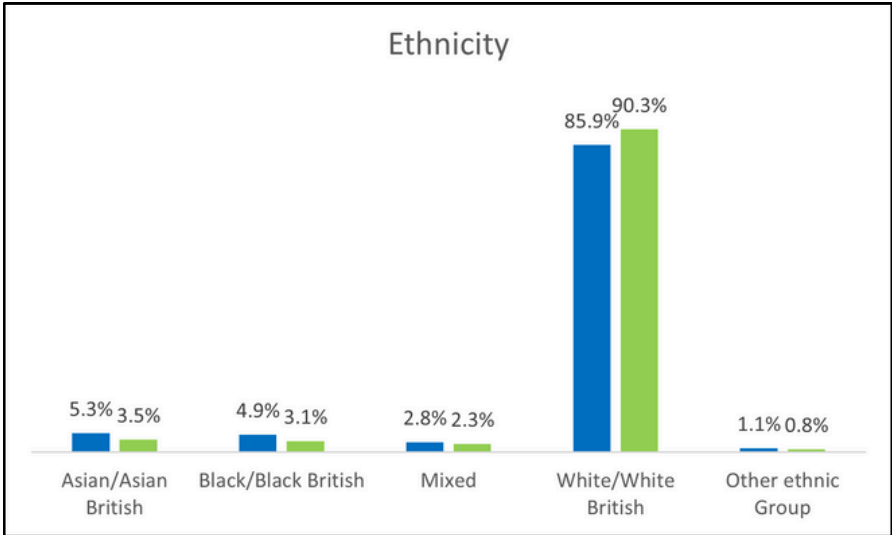
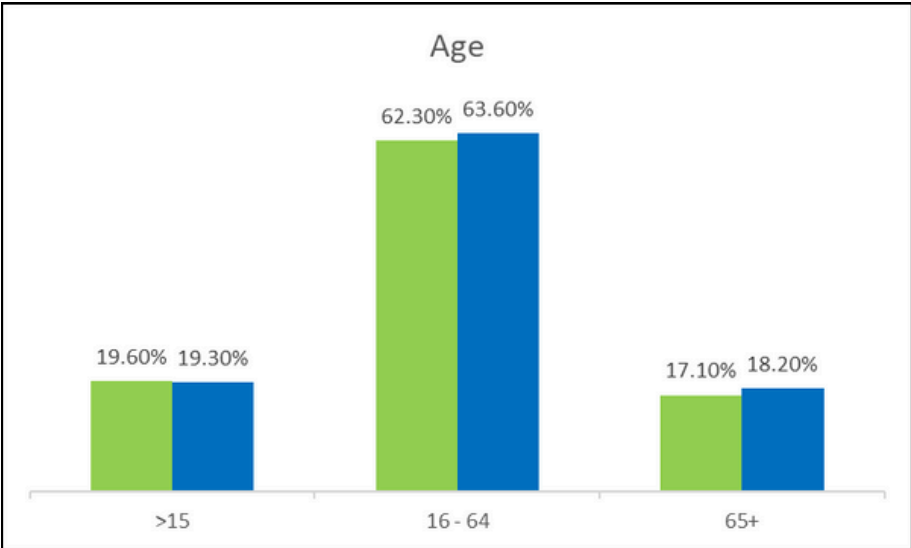
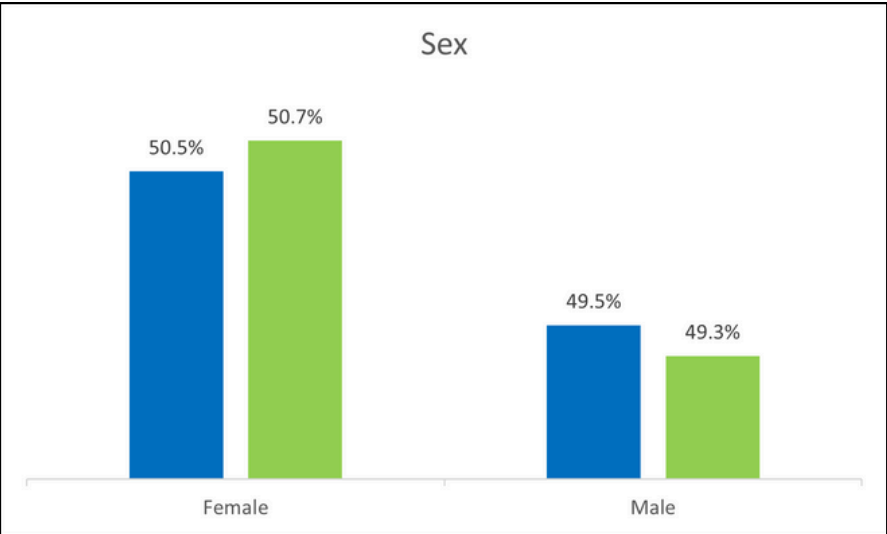


# Northampton & Kettering at a Glance

We are the main provider of hospital care to approximately **792,421 people** in **Northampton** and **Kettering** and the single biggest provider of specialised services in **Northamptonshire**. The graphs, collected from the **2021 Census** data, guide UHN in customising care with key population insights, optimising services for better patient outcomes.



Northampton



Kettering



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# The UHN EDI Strategy 2021 – 2025

**Equality, Diversity, and Inclusion (EDI)** are key to achieving the Group vision of being dedicated to **outstanding patient care** and **colleague experience** by becoming a **University Hospital Group** and a leader in **clinical excellence**, **inclusivity**, and **collaborative healthcare**. The Group ambition is to be regarded as the best place for patient safety, quality and experience and the best place to work. More can be read [here](#)

## Creating a representative and supportive workforce

Expand Recruitment Advertisements

Prioritise Health & Wellbeing

Review Formal Processes

Challenge Unconscious Bias

## Supporting accurate data collection and usage to measure and reduce inequalities

Improve People Data Collection

Implement Exit Interviews

Implement EQIAs

Implement WRES & WDES Action Plans

## Developing compassionate leadership and accountability

Develop Board Members into Active Allies

Implement reverse Mentoring Programme

Zero Tolerance Policy to Discrimination

Diversity Objectives for all Board Members

## Culture change through mainstreaming diversity and inclusion

Actively Challenge Bullying & Harassment

Implement an EDI Communication Pathway

Improve Staff Reward & Recognition

Develop EDI Training for all colleagues

## Improving patient access and experience in and of our services

Improved pathways for complaints and concerns

Integrate Group Services

Implement the Accessible Information Standard (AIS)

Remain equitable in how we support individual needs



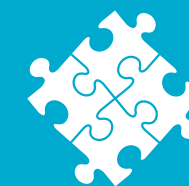
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# Governance

## UHN Board

Chaired by Our Chairman to achieve EDI Strategy goals, ensures legal compliance and allocates resources effectively.

## UHN People Committee

Chaired by a Non - Executive Director, provides assurance, sets the strategic direction of EDI related activities.

## UHN EDI Steering Group

Chaired by the Chief Executive Officer, provides assurance, ensures strategy objectives are met

## UHN EDI Team

Leads, develops, delivers, reviews and promotes the objectives within the EDI Strategy.

## UHN EDI Governance Structure



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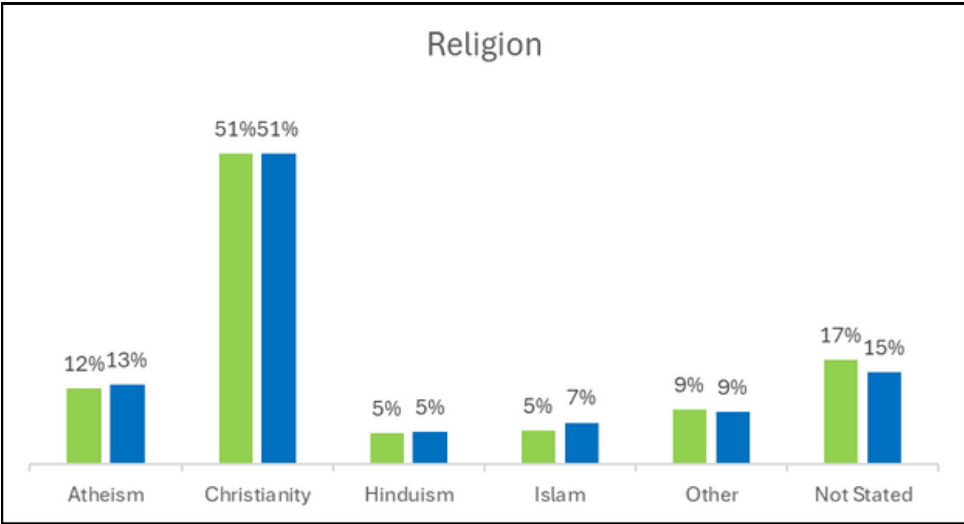
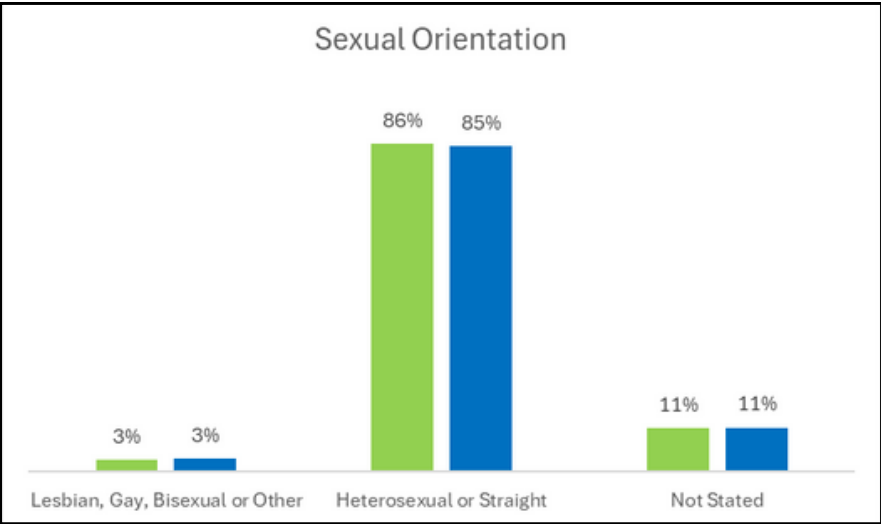
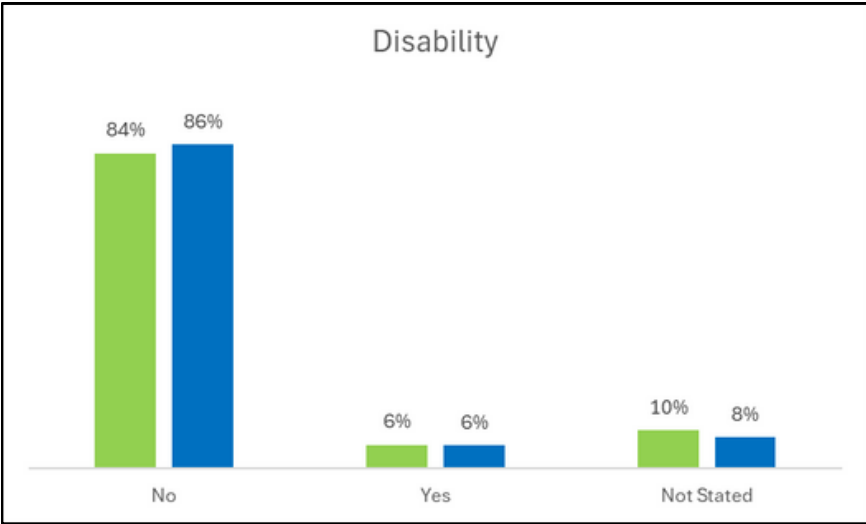
# Creating a representative and supportive workforce

Developing an inclusive and diverse workforce is a key strand within our Group People Strategy and hence our EDI strategy. We want to create an environment that embraces diversity and promotes inclusion. We recognise the importance of providing a safe and caring environment for staff where they can be themselves in work.

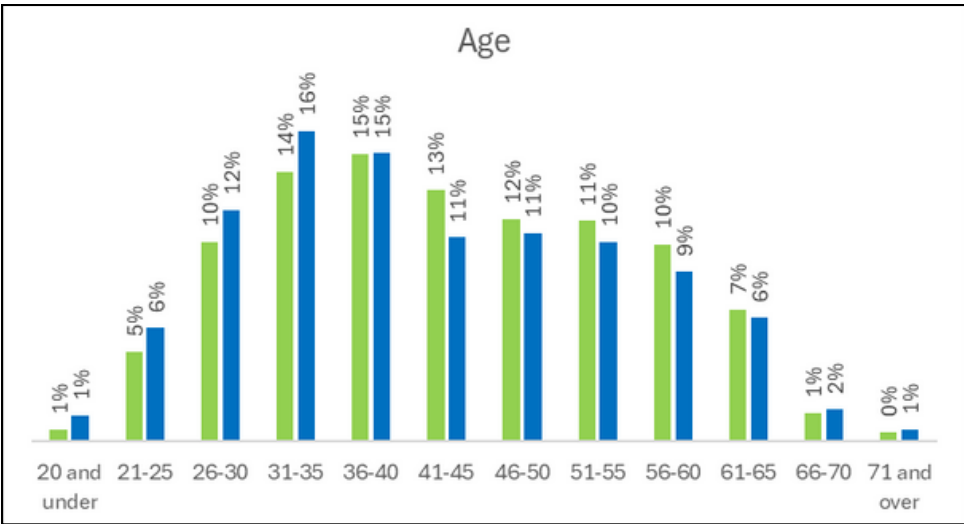
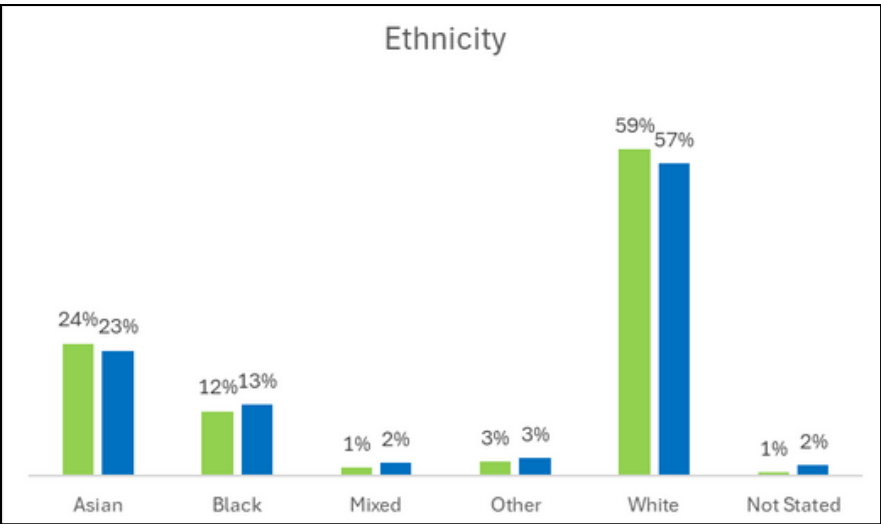
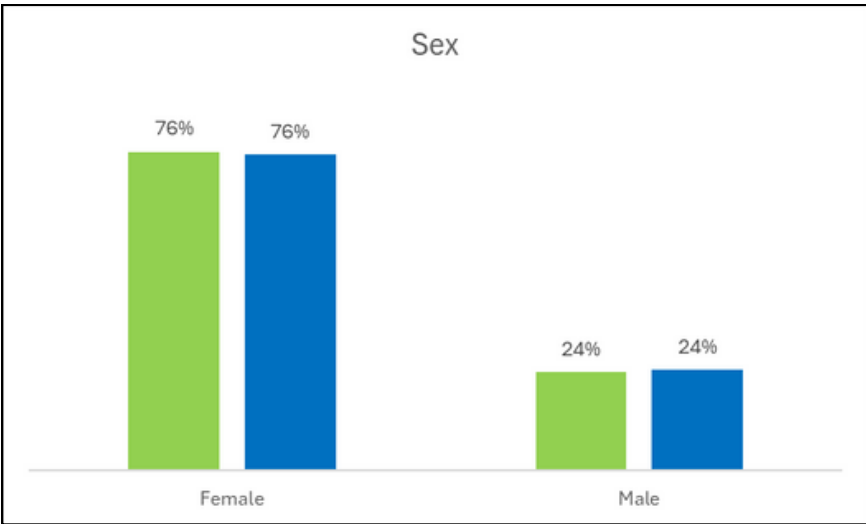
# Diversity of Our Colleagues

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 2024.

We train a wide range of **clinical staff**, including **doctors, nurses, therapists, scientists and other professionals**. The training and development department offers a wide range of **clinical and non-clinical training courses**, accessed in a variety of ways through a range of media including e-learning



Northampton



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# National Staff Survey – 2024

Staff Survey 2024 Equality & Diversity  
Results For 2024 Survey People Promise Themes ‘**We are Compassionate and Inclusive**’ we scored:

- 7.1 out of 10 for NGH (decrease of 0.05%)
- 6.84 out of 10 for KGH (decrease of 0.03%)

We are below the national average of 7.21.

For the sub score ‘**Diversity & Equality**’ we scored:


- 7.93 for NGH (decrease of 0.03%)
- 7.73 for KGH (improvement of 0.02%)

We are below the national average of 8.08

For the sub score ‘**Inclusion**’ we scored

- 6.71 for NGH (decrease of 0.1%)
- 6.52 for KGH (decrease of 0.05%)

We scored below the national average of 6.81

Underpinning this theme there are 4 questions from the Staff Survey that contribute to the overall ‘**theme**’ result, in relation to **Diversity** and **Equality**: 

The survey has highlighted some areas of concern and we will be working with our **colleagues**, **trade unions** and **Inclusion Networks** to understand the specific issues behind the results so that we can work together to create an inclusive environment where all colleagues are respected and valued

**Question 15 – Does your organisation act fairly with regard to career progression/promotion, regardless of ethnic background, gender, religion, sexual orientation, disability or age?**

There has been a deterioration of

- 1.69% at NGH
- 2.70% at KGH

Since 2023 and we are worse than the national average by 3.5% for NGH & 8.29% for KGH. The national average has improved by 0.11% since the 2023 survey.

**Question 16a – In the last 12 months have you personally experienced discrimination at work from patients/service users, their relatives or other members of the public?**

There has been a:

- deterioration of 0.23% at KGH
- improvement of 0.29% at NGH

Since 2023 we are worse than the national average by 1.85 for NGH & 2.62%. The national average has deteriorated by 0.66% since the 2023 survey.

**Question 16b –In the last 12 months have you personally experienced discrimination at work from managers/team leaders or other colleagues?**

There has been an improvement of:

- 2.10% at KGH
- 0.23% at NGH

Since 2023 we are worse than the national average by 1.12% at NGH & 2.23% at KGH. The national average has improved by 0.11% since the 2023 survey.

**Question 21 – I think my organisation respects individual differences (e.g. cultures, working styles, backgrounds, ideas etc.).**

There has been a:

- improvement of 1.27% at KGH
- deterioration of 1.8% at NGH

Since 2023 we are worse than the national average by of 2.42% at NGH & 7.19% at KGH The national average has deteriorated by 0.3% since the 2023 survey.



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Summary of the results of the 2024 National Staff Survey, which is carried out every year to give us an understanding of how staff are feeling and their experiences of working at NGH.

Response Rate **57** %

Staff Engagement Score **6.8 / 10**

**72%** of staff said that the care of patients / service users is our organisations top priority

2% decrease

**59%** of staff said they would recommend the organisation as a place to work

1% increase

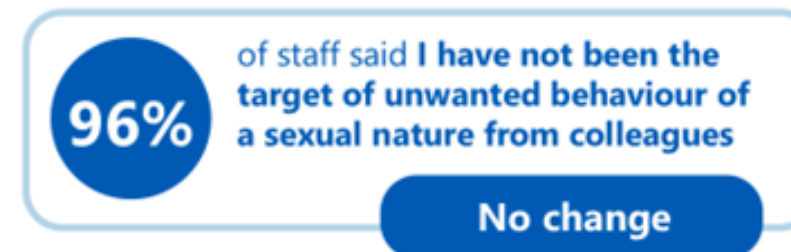
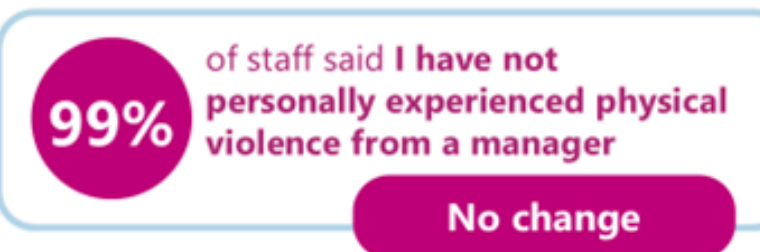
**58%** of staff said that they would be happy with the standard of care if a friend or relative needed treatment

1% decrease

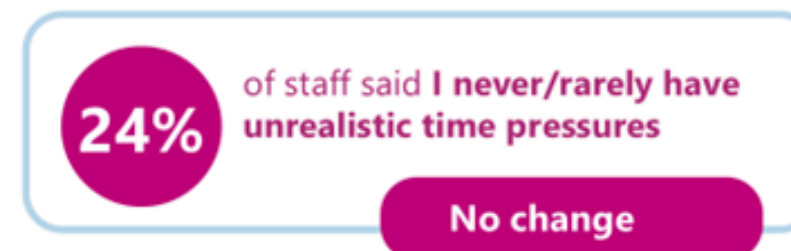
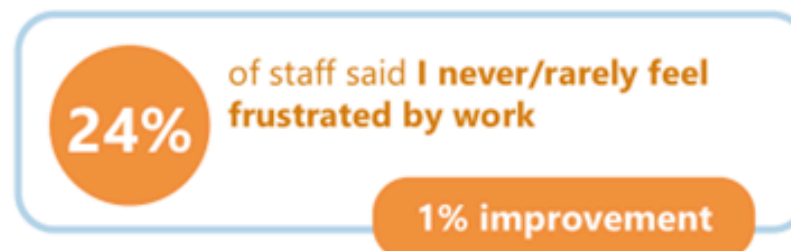
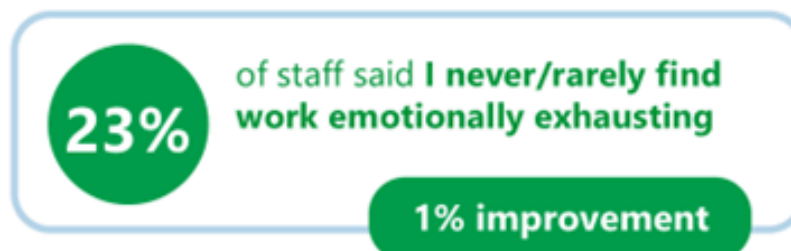


\* Scores out of 10

## Highest scores in 2024



## Lowest scores in 2024



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Summary of the results of the 2024 National Staff Survey, which is carried out every year to give us an understanding of how staff are feeling and their experiences of working at KGH.



\* Scores out of 10

### Highest scores in 2024



### Lowest scores in 2024



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# Workforce Race Equality Standard (NGH)

4

Relative likelihood of white staff accessing non-mandatory training and continuous professional development compared to BAME staff

0.8



1

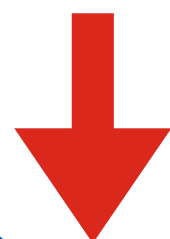
41% Percentage of BAME Staff



2

0.53

Relative likelihood of white applicants being appointed from shortlisting across all posts compared to BAME applicants



Relative likelihood of BAME staff entering the formal disciplinary process compared to white staff

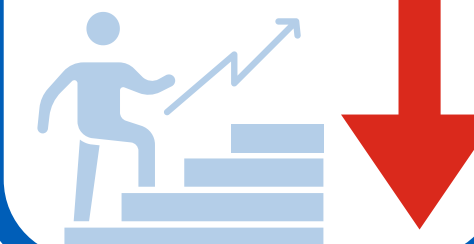
0.12



7

Percentage of BAME staff believing that trust provides equal opportunities for career progression or promotion

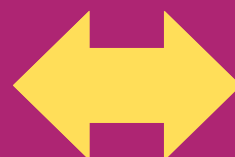
49%



5

30%

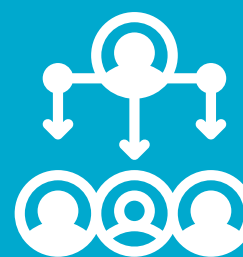
Percentage of BAME staff experiencing harassment, bullying or abuse from patients, relatives, or the public in last 12 months



9

BAME Board Membership

-32%



Percentage of BAME staff personally experiencing discrimination at work from a manager/team leader or other colleagues

14%



8

**Total Workforce population based off ethnicity**

White: 3,576

BAME: 2,732

Not Stated: 129

Total Workforce:

6,617

6



20%

Percentage of BAME staff experiencing harassment, bullying or abuse from staff in last 12 months



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# Workforce Race Equality Standard (KGH)

4

Relative likelihood of white staff accessing non-mandatory training and continuous professional development compared to BAME staff

1.00



1

40% Percentage of BAME Staff



2

1.07



Relative likelihood of white applicants being appointed from shortlisting across all posts compared to BAME applicants



3

Relative likelihood of BAME staff entering the formal disciplinary process compared to white staff

0.91



7

Percentage of BAME staff believing that trust provides equal opportunities for career progression or promotion

44%



5

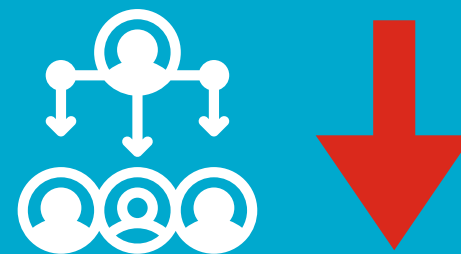
Percentage of BAME staff experiencing harassment, bullying or abuse from patients, relatives, or the public in last 12 months



9

BAME Board Membership

-31%



6

Percentage of BAME staff experiencing harassment, bullying or abuse from staff in last 12 months



Percentage of BAME staff personally experiencing discrimination at work from a manager/team leader or other colleagues

18%



8

Total Workforce population based off ethnicity

White: 3,091

BAME: 2,077

Not Stated: 37

Total Workforce:

5,205



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1. Continue the work done in Race education and cultural competency development, through our rethinking racism Programme, with the aim to improve the experiences of our colleagues and patients. The overall outcome will be to improve the following areas, which the Board notes that work is still required to improve:

- harassment, bullying or abuse from patients, relatives or the public
- harassment, bullying or abuse from staff
- providing equal opportunities for career progression or promotion
- discrimination at work from a manager/ team leader/other colleague
- difference between Board membership and overall BAME workforce

2. Embed a robust Freedom to Speak Up (FTSU) framework that encourages all UHN colleagues to raise concerns and issues in a psychologically safe space, with the knowledge that senior leadership fully embraces and understands the importance.

3. Co-design our new We Belong Strategy, setting out our objectives to enhancing Equity and Inclusion, for the next 5 years at UHN. This will our strategic aims focus on areas of improving race equality such as cultural competency, Talent programmes and Health & Wellbeing



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# WRES Action Plan

4. Begin work on reviewing our Cultural Ambassador programme with the aim of expanding the programme to support with more formal processes: sickness absence, investigations and appeals. As well as providing a training programme to our current Ambassadors to refresh their knowledge on supporting with formal cases

5. Expand our Inclusive Recruitment Champion Programme, by redesigning our training to better reflect recruiting experiences of REACH colleagues. This programme will be rolled out to more People Teams for better support and coverage with the aim of Inclusive Recruitment being used for all Agenda for Change interviews and shortlisting.

6. All Board members to sign up to the Reciprocal Mentoring programme and attend Rethinking Racism programme as a minimum commitment (in addition to personal EDI appraisal objective).



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# Workforce Disability Equality Standard (NGH)

## Total Workforce Population based on Disability

Disabled: 389  
Non-Disabled: 5,689  
Unknown: 287  
Total Workforce:  
6,617

1

6% Percentage of disabled staff



2

Relative likelihood of non-disabled  
applicants being appointed from  
shortlisting across all posts  
compared to disabled applicants

1.25



4b

Percentage of disabled staff  
who reported harassment,  
bullying and abuse

48%



Relative likelihood of  
disabled staff entering  
the formal capability  
process compared to  
non-disabled staff

0



3



Percentage of disabled  
staff believing the trust  
provides equal  
opportunities for career  
progression or  
promotion

49%



5

Percentage of disabled  
staff saying they felt  
pressure from their  
manager to come to  
work when unwell

28%



6

Percentage of disabled staff  
experiencing harassment, bullying or  
abuse from:

Staff: 28%



Manager/Team Lead: 15%



Patients & Relatives: 32%



4aiii

4aii

4ai

10

Disabled  
Board  
Membership  
difference

-6%



Percentage of disabled  
staff satisfied with the  
extent to which the  
organisation values  
their work

33%



7

Disabled staff  
engagement  
score

6.25



9

Percentage of staff  
with a long term  
condition saying their  
employer has made  
adequate adjustments

76%



8



Workforce



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# Workforce Disability Equality Standard (KGH)

## Total Workforce Population based on Disability

Disabled: 319  
Non-Disabled: 4,364  
Unknown: 296  
Total Workforce:  
5,205

1

6%

Percentage of disabled staff



2

1.03

Relative likelihood of non-disabled  
applicants being appointed from  
shortlisting across all posts  
compared to disabled applicants



4b

52%

Percentage of disabled staff  
who reported harassment,  
bullying and abuse



3

Relative likelihood of  
disabled staff entering  
the formal capability  
process compared to  
non-disabled staff

4.56



5

Percentage of disabled  
staff believing the trust  
provides equal  
opportunities for career  
progression or  
promotion

42%



Percentage of disabled  
staff saying they felt  
pressure from their  
manager to come to  
work when unwell

36%



Percentage of disabled staff  
experiencing harassment, bullying or  
abuse from:

Staff: 30%



Manager/Team Lead: 19%



Patients & Relatives: 34%



4aiii

4aii

4ai

10

Disabled  
Board  
Membership  
difference

-6%



7

Percentage of disabled  
staff satisfied with the  
extent to which the  
organisation values  
their work

25%



Disabled staff  
engagement  
score

5.9



9

Percentage of staff  
with a long term  
condition saying their  
employer has made  
adequate adjustments

70%



Workforce



Leadership



Culture



Patient Care





# WDES Action Plan

**1** Continue to work with disabled colleagues and the Disability, Accessibility, Wellbeing and Neuroinclusion Network (DAWN) to better understand the reasons why colleagues may not have declared a disability on ESR, with a view to closing the gap between ESR and National Staff Survey declaration rates.

**2** Reduce the number of disabled colleagues experiencing harassment, bullying and abuse from patients/public and staff: Working with disabled colleagues and DAWN Network members, we will:

- a) Continue to discuss experiences of harassment, bullying or abuse with disabled colleagues, ensuring that there is a safe person/space for any discussions
- b) Launch a communications campaign focussed on reducing harassment, bullying and abuse
- c) In conjunction with unions, freedom to speak up guardians, and staff networks, review and improve support for staff who experience bullying, harassment or abuse. This will include access to specialist support for staff
- d) Working with system colleagues and DAWN members, review NHS England's Civility and Respect toolkit and adopt identified practices set out



Workforce



Leadership



Culture



Patient Care



- 3** Continue to work with disabled colleagues and other partners to improve the management of workplace adjustments:
- a) Review the reasonable adjustments good practice published by NHS Employers and share to be able to support and guide managers on reasonable adjustments.
  - b) Encourage the uptake and use of established Health Passports, which enable disabled colleagues to record and share the details of the reasonable adjustments they need at work.
  - c) With system partners, review reasonable adjustments practices to ensure Group and system-alignment with national good practice examples.
  - d) Explore a pilot of a centrally funded budget for reasonable adjustments.

- 4** Work with the Trust Board and DAWN Network Board Sponsors to produce a Board Charter alongside the DAWN Network.



Workforce



Leadership



Culture



Patient Care



# Pay Gap Reporting – Ethnicity & Gender

As per the [Pay Gap Information Regulations 2017](#), we compiled and analysed our data and submitted it to the Government, as part of the requirements under the Regulations. Although we are not legally required to produce a written report, it was agreed this should be done to give context to the data and this will be published on our website

The majority of colleagues at the Trust are on the national [Agenda for Change Terms and Conditions of Service](#). The basic pay structure for these colleagues is across **8 pay bands** and colleagues are assigned to one of these pay bands on the basis of job weight, as measured by the [NHS Job Evaluation Scheme](#). Within each band there are a number of incremental pay progression points as agreed by the [NHS National Staff Council](#).

**Medical and Dental** colleagues have different sets of [Terms and Conditions of Service](#), depending on seniority. These too are set across a number of pay scales, for basic pay, which have varying numbers of thresholds within them.

There are separate arrangements for [Very Senior Managers](#), such as **Chief Executives, Directors** and other **senior managers** who are not on an Agenda for Change Terms and Conditions of Service.



Workforce



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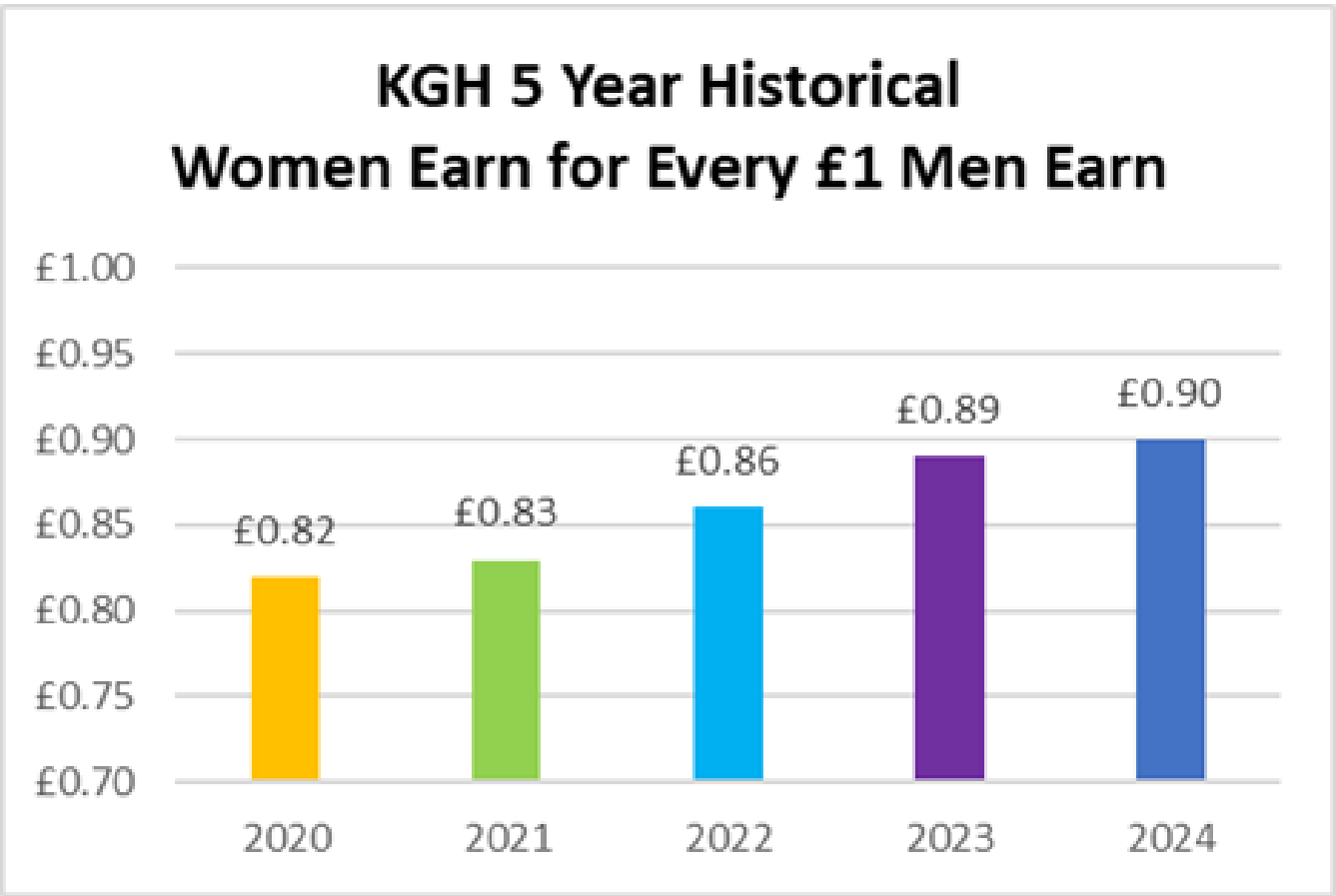
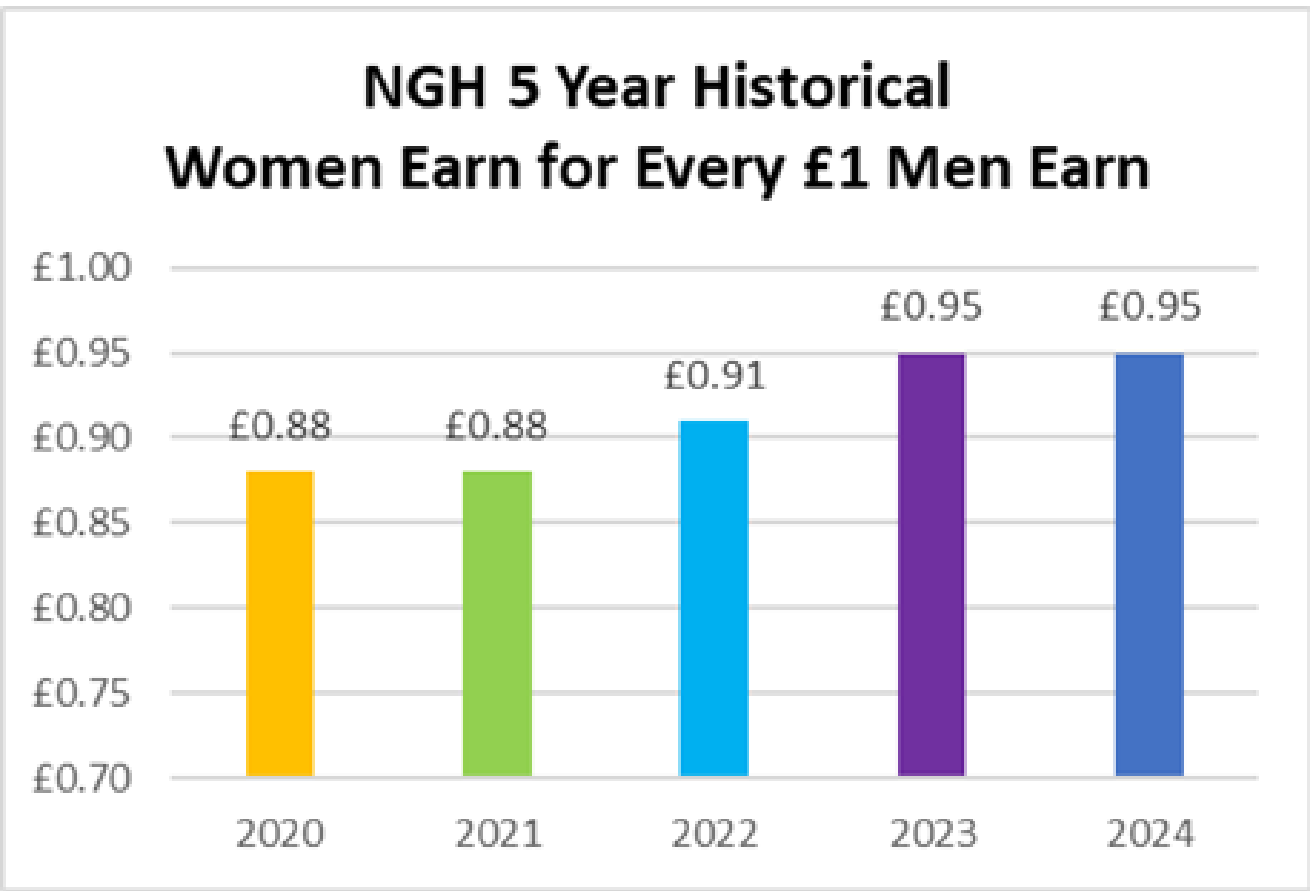




# Gender Pay Gap Report

When comparing the median hourly pay:

- At **Northampton General Hospital** our female colleagues earn **95p for every £1** that male colleagues earn. This is unchanged from the previous year.
- At **Kettering General Hospital** our female colleagues earn **90p for every £1** that male colleagues earn. This is an improvement from the previous year where it was 89p for every £1.



Workforce



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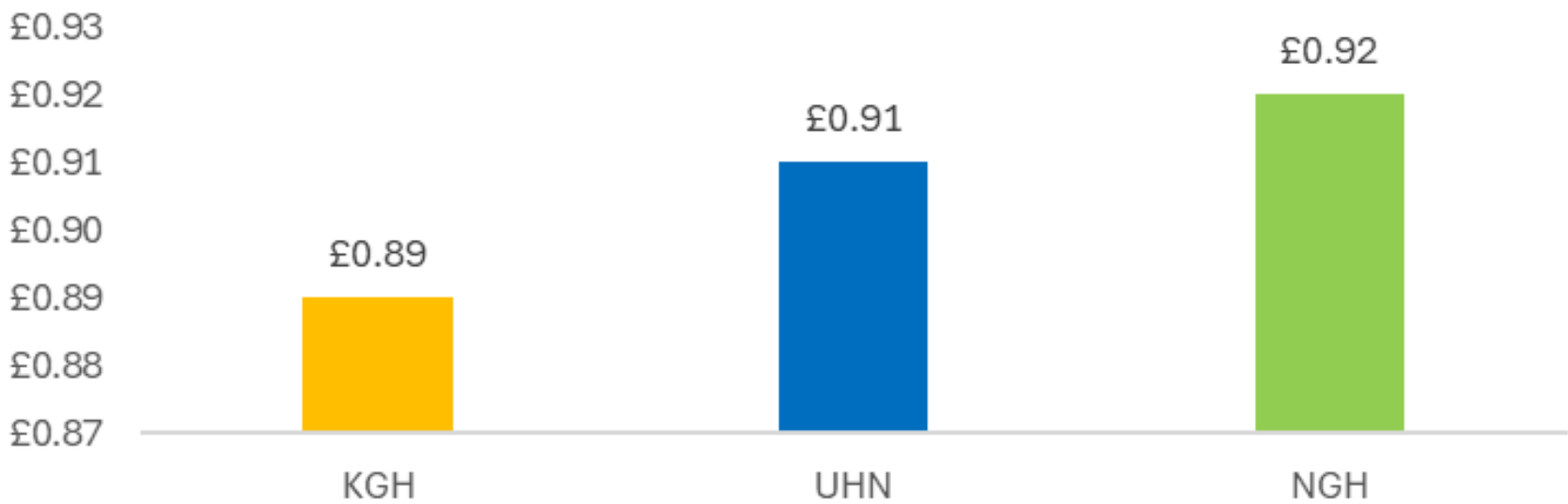
# Ethncity Pay Gap Report

When comparing the median hourly pay:

- At **Northampton General Hospital** our White colleagues earn **92p for every £1** that BME colleagues earn.
- At **Kettering General Hospital** our White colleagues earn **89p for every £1** that BME colleagues earn.

Taking the average of the two, the overall Ethnicity Pay Gap across **University Hospitals of Northamptonshire Group** is White Colleagues earn **90.5p (rounded up to 91p) for every £1** that BME colleagues earn

Median Hourly Pay for White Colleagues  
Compared to BME Colleagues as of 31 March 2024



Workforce



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# People Promise Managers



University Hospitals  
of Northamptonshire  
NHS Group

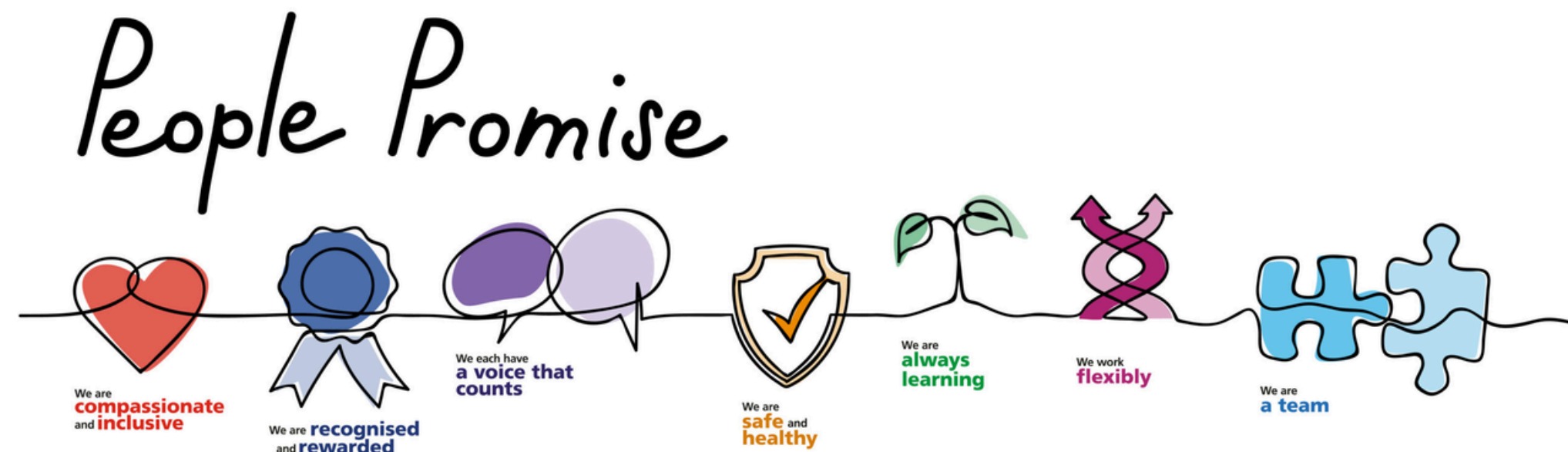
UHN is proud to take part in the [people promise exemplar programme](#) focusing on improving employee **experience** and **retention** within the NHS. The **People Promise** sets out in the words of our NHS people what matters to them and what will most improve their working experience. These roles are responsible for advocating and promoting the **People Promise** commitments for the importance of helping our colleagues thrive at work and home.

At UHN we are proud that our **People Promise Managers** lead the delivery on stronger protections for colleagues by reforming our **sexual safety policies**. This project was aimed at ensuring all colleagues felt safe at work and performed in their roles without facing harassment from patients, visitors or colleagues.

Our **People Promise Managers** also lead on changing our **Flexible Working** practices. By changing our mindsets our colleagues were able to utilise flexible working, ensuring that they had better control of their work lives. UHN has seen an increased interest and higher success rate for flexible working requests across our workforce



**Beata Wojcik**  
People Promise Manager



**Katie Mitchell**  
People Promise Manager



Workforce



Leadership



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# Sexual Safety Charter

At **University Hospitals of Northamptonshire (UHN)**, we will not accept any kind of sexual harassment or abuse in the workplace, or similar conduct by colleagues outside of work.

Our goal is to **prevent** incidents occurring and in the unfortunate event that they do occur, to ensure that colleagues feel safe to report them and all reports are taken seriously and managed appropriately.



University Hospitals  
of Northamptonshire  
NHS Group

## Sexual Safety at UHN



**We WILL NOT accept**

**ANY KIND of sexual**


**harassment or abuse**

**in our hospitals.**



CONNECT

Page 16



We are  
**safe and healthy**

### University Hospitals of Northampton's commitment to Sexual Safety and staff support

At the University Hospitals of Northamptonshire (UHN), which brings together Kettering General Hospital (KGH) and Northampton General Hospital (NGH), we are committed to creating a safe, supportive environment for all colleagues, ensuring that incidents are properly addressed and managed, to uphold the highest standards of workplace safety and respect.



Having recently signed the NHS England Sexual Safety Charter, we have set out our intentions to not accept any kind of sexual harassment or abuse in the workplace, or similar behaviour by colleagues outside of work. A large programme of work has taken place, with support from safeguarding, security and health and wellbeing colleagues (alongside others), and as a result of this we were able to launch our new UHN Sexual Safety Policy in November. Our goal is to prevent incidents occurring and in the unfortunate event that they do, ensure that colleagues feel safe to report them and all reports are taken seriously and managed appropriately.

As part of the ongoing promotion of this work, we have worked with **Surviving in Scrubs** to deliver a half day workshop for our senior colleagues. This event focused on the Sexual Safety Charter, and sexual misconduct in healthcare, and was designed to set a statement of intent towards the organisation around this topic. We have also created information sheets and collateral for colleagues and managers including FAQs, signposting, posters and guides for first disclosures. Surviving in Scrubs also ran a one hour webinar for our staff, which we are planning on sharing within the organisation.


We are promoting NHSE training for all colleagues, but have also been working on targeted interventions with specific groups i.e. our resident doctors. As we continue to ensure our staff are able to speak up, there will be further work on promoting our speaking up channels, including the development of a tool to support anonymous reporting.


This piece of work has been led by our Culture team, and we are determined to influence long-term change to bring an end to such behaviours within the NHS.

To discuss and learn how you can apply this vital programme within your organisation, please email Beata Wojcik [b.wojcik@uhn.nhs.uk](mailto:b.wojcik@uhn.nhs.uk)



## Sexual Safety at UHN





University Hospitals  
of Northamptonshire  
NHS Group

### First Disclosures – some hints and tips

A disclosure is the first time someone has spoken about what has happened to them. This means they feel safe with you. It's a time for them to talk and they are likely to be feeling a wide range of emotions.

**Actively listen**

- Let them talk and ask open questions
- If you would like to take notes ask them first if this is ok
- Don't make it about you. Don't share your own experiences or have an overly emotional response
- DO NOT interrogate them or focus on the things you want to know

**Take them seriously**

- Thank them for speaking to you
- Assure them they have done the right thing telling you
- Believe their emotions and DO NOT blame them

**Give them control**

- Ensure there is a communication loop, if you tell them you are going to find out information make sure you feedback
- Help create a plan for ongoing support
- Don't make promises you can't keep and if you don't know the next steps tell them this
- Keep what they share with you confidential. If you must share make sure you tell them

**Think about the environment**

- Ask where they would like to chat, in private or in somewhere away from the office
- Ask if they want anyone else to be there or if they just want to talk to you

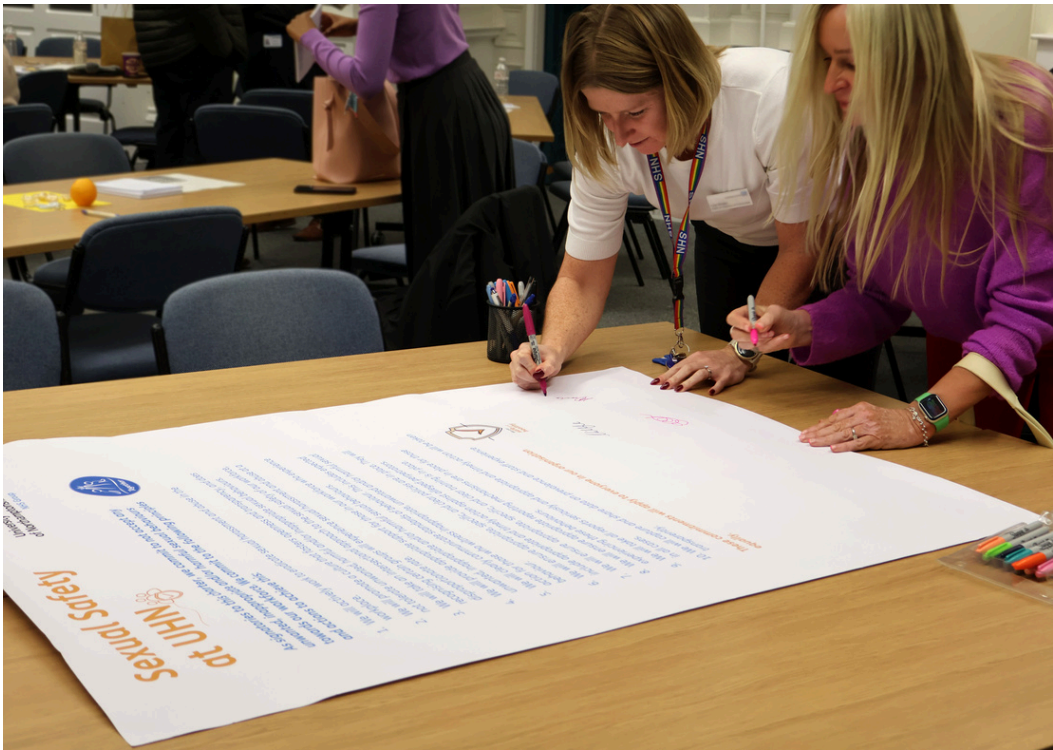
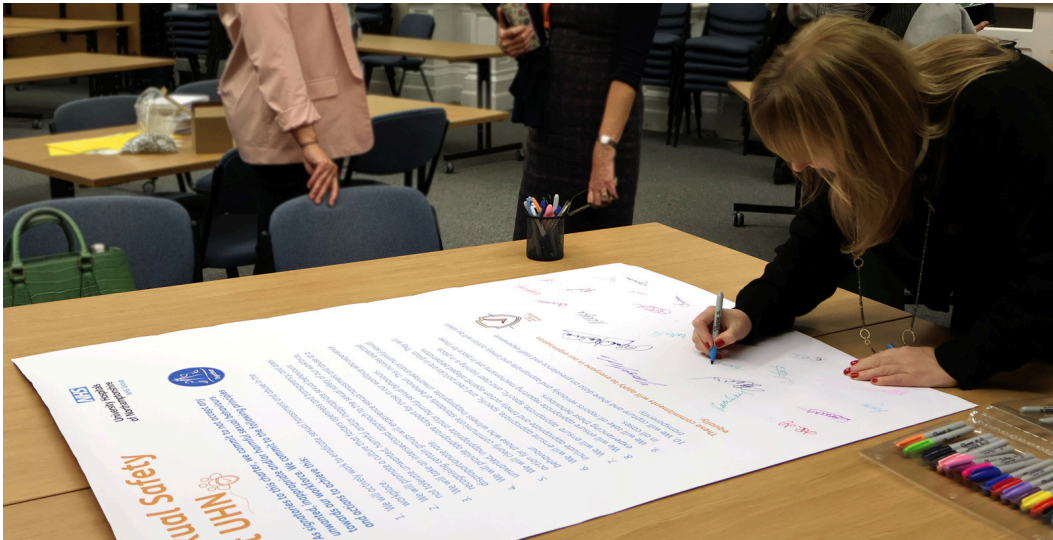
**Be compassionate**

- Appreciate the impact on them and recognise the trauma related to this
- Ask if there is anything they need, a cup of tea/coffee or a walk

**Next Steps**

- Ask them if they want to take the disclosure further, they may want some time to think about this
- If you are unsure about further support for them ask your line manager or other internal support services, whilst maintaining confidentiality

**Seek support for yourself if you feel you need to talk to someone**



Workforce



Leadership



Culture



Patient Care






# Flex at UHN

**Flexible working** is very much at the Heart of the NHS, hence why it was chosen as one of the people promise themes. This was important to our staff to get right and **retain** our skilled workforce. We have rebranded Flexible working and created our own **vision** and **mission** around this commitment (see below).

Our new thinking also coincided with Employment Law changes in October 2023, [Flexible working Act](#). This started a domino effect in which we saw change to our **national terms and conditions (AFC), section 33 (Balancing work & Personal life) & section 34 flexible working**. We had at this time x2 polices one for each Trust so work began on merging an updated policy for UHN. April 2024 **UHN Agile, Flexible & Hybrid** working policy launched.



At UHN we recognise the importance of achieving a balance between the demands of our colleagues at work and their personal responsibilities.

It is our position at UHN to support colleagues requests for agile, flexible or hybrid working and not to unreasonably refuse a request unless there is a genuine business reason.



Agile, flexible and hybrid working can give all colleagues a degree of choice and control over where, when and how they work, whilst ensuring we have the right people in the right place at the right time.


Agile Working: a way of working that focuses on providing total flexibility in work to boost performance and productivity.

Flexible Working: Flexible working is a type of work pattern tailored for a specific member of staff in a bid to help them balance their work and personal life.

Hybrid Working: A work style that enables employees to blend working from different locations: home, on the go, in the office or a blend of these styles.

Our Agile, Flexible or Hybrid Working Policy provides guidance to all colleagues and managers on our approach and the rights colleagues have in relation to agile, flexible and hybrid working, along with the procedure for requesting, processing and managing requests.





What should I consider if I want to request to reduce my hours?

You will need to set out in your flexible working request the hours that you wish to do. Although you are not required to cover the hours of someone doing the same role on a part time basis, you may be expected to be flexible to change your hours at this time to cover the duties.

You will also be expected to attend team meetings and events associated with the role and ensure your training requirements are maintained. Therefore, it is likely you will need to change your hours occasionally to support this. A fixed working pattern is not always sustainable.

You should think about the following in your request:

- Can I fulfil my role part time?
- What aspects may be difficult to achieve?
- How much travel do I do in my role?
- How will my job be covered in my absence?
- How flexible can I be in my working hours?

What can I do if I want to increase my hours?


If you have previously requested to reduce your hours and had this accepted, this is considered a permanent change, and therefore you will not be able to have those hours back by request. Should any hours become available, it is up to your manager to decide how they wish these to be filled. They will normally consider whether they require more hours in the department or additional people. If they require additional people to do the role, this will be recruited through the normal recruitment process.


If they decide that they have hours available, they will normally offer this to the existing part time team members or that of a near or surrounding team, through an expression of interest process. Should you apply for additional hours and be successful, your previous working pattern and therefore flexible working request would come to an end.

What happens if there are additional hours available within my team?

Where additional hours are available, it may be appropriate to use expressions of interest to offer the hours to the existing or surrounding teams/departments first, before considering recruiting from the wider organisation or externally.

To ensure fairness to all team members, you should seek advice from HR/recruitment prior to seeking expressions etc.





Advice for colleagues


Applying for a change to working arrangements


The Agile/Flexible/Hybrid Working Policy goes through the full processes for applying for flexible working.


In the NHS flexible working arrangements may be informal or formal, be implemented for any role and put into place on a short or long-term basis. If you or a colleague are looking for an arrangement that will impact on your contract (such as a change in your hours or a change in your nominated base of work, as detailed on your contract of employment) you should make a formal application. However many working arrangements can be agreed informally at department level with a line manager. If you would prefer to make a request on a formal basis, even if the change will not result in a change to your contract, that's OK too.

The best flexible working arrangements often start with a proactive approach and a good conversation and finish with a 'win-win' for you, your colleagues and the organisation. This means they need to work for everyone in your team (managers, colleagues, direct reports), our patients, as well as for you.

We encourage all line managers and colleagues to discuss flexible working proactively on a regular basis. This can be as part of pre-planned meetings such as 1:1's, appraisals, job plans and/or wellbeing conversations. Use team meetings as an opportunity to discuss, as a team 'are there any changes that could be made to your working patterns to help you manage commitments outside of work?'







Advice for managers

Leading a flexible team

As a leader there are a number of ways that you can demonstrate successful leadership to promote and embed flexible working practices in your team.

1. Lead by example.

Be a role model, be open about your own flexibility and how you're managing your wellbeing. Book out space in your own diary for family time, out-of-work activities or breaks. Log off visibly and be clear that you don't expect replies out of hours.

2. Trust people to do their jobs on a flexible basis.


Don't wait for them to 'earn' it.


3. Be accessible.


Let your team know they should contact you if they need support. Create spaces in your diary where they can catch up with you outside of a formal meeting.

4. Consciously reward and recognise people for the outcomes they are achieving - not for working additional hours or being always present.

This can unconsciously reinforce certain behaviours eg 'presenteeism'.







What is the benefit to UHN of supporting term time working?

Particularly over the summer months, this may reflect reduced activity levels in some parts of the organisation and may therefore assist us in the retention of experienced employees who would otherwise be unable to continue working while their children are young.

If I am working term time (or another annual hour's type contract) what will happen to my pay if I leave?

Your pay for the part year, up to the date of your termination, will be adjusted in your final pay to reflect the hours worked (including any leave taken). The calculation will be available to you on request so you can see how this has been worked out.

As a manager, what do I need to consider if I receive a request?

You will need to consider the following:


- Does your employee need to be present in their job during the full year?
- If so, could cover be provided during school holidays (or other time)?
- What would be the impact on others in the department?
- Is there another job of similar level which your employee could do term time only?
- How much would it cost to recruit and train a replacement if they left?
- If not, all school holidays can be given as unpaid leave, may some or part of them?

How do I determine term time and periods of unpaid leave?

At the start of the Term Time (or Part Year) Arrangement, your manager must formalise with you the number of weeks of 'working time' you will be contracted to work in each year. Dates of non-working time should normally be agreed by the 1st August for the following academic year (or an alternative date as agreed your manager).

We recognise that differing schools and differing areas will have different term times, and that you may wish to take paid annual leave during some part of the school holidays to reduce the amount of non-working time. It is therefore not appropriate for a fixed amount of non-working time to apply to all employees working under these arrangements, although it is anticipated that this will not normally exceed 9 weeks.

These arrangements will be confirmed in writing. You will be issued with a contract of employment, which will state the number of weeks to be worked during the year and the hours to be worked in these weeks.





Workforce



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# EDS Domain 2 – Health & Wellbeing

The **EDS** is an improvement tool for patients, staff and leaders of the NHS. It supports **NHS organisations in England** - in active conversations with **patients, public, staff, staff networks, community groups** and **trade unions** - to review and develop their approach in addressing **health inequalities** through three domains: **Services, Workforce and Leadership**. It is driven by **data, evidence, engagement and insight**.

<b>Undeveloped activity</b> – organisations score out of 0 for each outcome	Those who score under 8, adding all outcome scores in all domains, are rated <b>Undeveloped</b>
<b>Developing activity</b> – organisations score out of 1 for each outcome	Those who score between 8 and 21, adding all outcome scores in all domains, are rated <b>Developing</b>
<b>Achieving activity</b> – organisations score out of 2 for each outcome	Those who score between 22 and 32, adding all outcome scores in all domains, are rated <b>Achieving</b>
<b>Excelling activity</b> – organisations score out of 3 for each outcome	Those who score 33, adding all outcome scores in all domains, are rated <b>Excelling</b>
Domain 2: Workforce health and well-being overall rating	<b>Developing</b>



Workforce



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Patient Care





# EDS Domain 2 – Health & Wellbeing Actions

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

- 1) UHN Single Point of Access (SPOA) for health and wellbeing services referral form to be re-designed to collect EDI data and OH EDI data to be merged to have an strategic oversight of referral diversity.
- 2) Develop comprehensive health and wellbeing staff survey including health -related questions such as long term conditions, mental health, health prevention and lifestyle questions to determine gaps in service support offers and inform health and wellbeing strategy of key service priorities and objectives for the next 2-3 years.
- 3) Commission a meal planning service available for all staff to access to support healthy food choices and easy of preparation. In conjunction, also support the introduction of the NHS 12 week weight management programme at UHN incorporating a physical activity and nutrition programme to promote healthy changes to improving lifestyle and reducing obesity.
- 4) Re-establish the UHN mental health awareness training for colleagues and line managers.
- 5) Continuation of the H&EB services Long Term Conditions Self-Management Programme, Living Well with Pain programme and Healthy Prevention Programme.

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

- 1) Previous actions remain in place and have been achieved.
- 2) Develop and ratify a UHN Management of Unprofessional Behaviour at Work Standard Operating Procedure (SOP), with training and support for managers and HRBP guidance.
- 3) Support the implementation of the UHN Sexual Safety Policy and reporting tool providing clinical support and management for cases referred through this mechanism.

## 2D: Staff recommend the organisation as a place to work and receive treatment

- 1) H&WB Services are fully embedded in the UHN Divisional restructure change programme offering support and consultation about the impact of staff wellbeing on organisational care and systems.
- 2) H&WB Staff survey completed in 2025 offering insights into the workplace support that staff receive and acquiring insights into supportive practice and further developments required for staff health and wellbeing. This will provide the foundation to the H&WB strategy 2025-2028 to raise engagement and impact on staff wellbeing and health.

## 2C: Staff have access to independent support and advice when suffering from stress, abuse, bullying harassment and physical violence from any source

- 1) All actions from 2022 remain in place.
- 2) Development of SOP for triaging staff exposed to V&A at work: PNA Service proactively contacts all staff that have been impacted by V&A at work through the VARG reporting system these staff are triaged and screened for referral to the H&WB and TRiM Incident Support Service.
- 3) VARG newsletter has regular content from the H&B TRiM service to promote and engage staff in accessing support following V&A at work.
- 4) The Staff psychological wellbeing service and TRiM service has been set up at KGH from Sept 2024 offering more equity in access to emotional and debriefing support after V&A and to manage stress and bullying at work - also supporting HR and managers to address unprofessional behaviour at work through the new SOP
- 5) HSE Stress at Work assessment and action plan template has been redeveloped and embedded in the H&WB at Work Policy - training and support for managers and colleagues to implement is underway. This will enable early referrals to H&WB services to intervene and record the diversity of workplace stressors impacting on staff psychological and physical wellbeing.



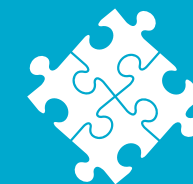
Workforce



Leadership



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# Developing compassionate leadership and accountability

We want our workforce to demonstrate and receive compassionate and inclusive leadership. Compassionate leaders pay close attention to the people they lead, and understand the situations they face, respond empathetically, and take thoughtful and appropriate action to help.

# Executive WRES Actions

- 1 Continue the Mentoring Programme and expand participants to other protected groups whilst retaining a significant percentage of REACH staff, Board Members to invite their mentor to Board to expand learning for all Board Members.
- 2 Commitment to support EDI Steering Group as our new assurance framework for colleagues.
- 3 Inclusion of a protected group role model staff story at Board meetings so viewers in those groups can relate.
- 4 Expansion of Executive Sponsorship to include Non-Exec Directors as Sponsors for all Networks and continue to retain the engagement of the Exec Sponsors for the Networks.
- 5 Commitment to a Board Development Session to continue to focus on Diversity & Inclusion. To include Rethinking Racism Education Programme
- 6 Take supportive action to increase the diversity of the Board across the Group.



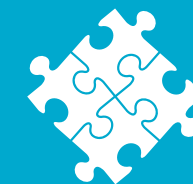
Workforce



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# Executive Board Sponsors

## UHN Executive Sponsors for the Gender Equality Network



**Laura Churchward**  
UHN Chief Executive



**Suzie O'Neill**  
Director of  
Communication &  
Engagement



## UHN Executive Sponsors for the REACH Network



**Hemant Nemade**  
Medical Director



**Paula Kirkpatrick**  
Chief People  
Officer



**Will Monaghan**  
Chief Digital  
Information Officer



## UHN Executive Sponsors for the DAWN Network



**Polly Grimmett**  
Director of Strategy



**Stuart Finn**  
Director of Estates,  
Facilities &  
Sustainability



## UHN Executive Sponsors for the PRIDE Network



**Sarah Noonan**  
Chief Operating  
Officer



**Becky Taylor**  
Director of  
Continuous  
Improvement



**Richard Apps**  
Director of  
Corporate &  
Legal Affairs



Workforce



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# EDS Domain 3 – Inclusive Leadership

The **EDS** is an improvement tool for **patients, staff and leaders** of the NHS. It supports **NHS organisations in England** - in active conversations with **patients, public, staff, staff networks, community groups** and **trade unions** - to review and develop their approach in addressing **health inequalities** through three domains: **Services, Workforce and Leadership**. It is driven by **data, evidence, engagement and insight**.

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<b>Excelling activity</b> – organisations score out of 3 for each outcome	Those who score 33, adding all outcome scores in all domains, are rated <b>Excelling</b>
Domain 3: Inclusive leadership overall rating	<b>Developing</b>



Workforce



Leadership



Culture



Patient Care



# Culture change through mainstreaming diversity and inclusion

We will create a culture where colleagues feel valued and recognised for their important and individual contributions. We will promote an environment where health inequalities can be identified in a safe and transparent way and for the organisation to learn and improve as a result.



# UHN Staff Network Integration

UHN has remained dedicated to supporting our **Staff Networks** for over **6 years** now. We understand that each Network is designed to support colleagues from **marginalised communities**. These Networks have long been viewed as places of safety as well as **forums** for colleagues to **learn**, access **support**, seek **community**, and **raise concerns** about each Trust. As **KGH & NGH** have moved closer into UHN, our networks have taken the decision to combine into **Group Networks**, ensuring that colleagues at both Trusts have access to the same support. This change has seen our Network logos change to reflect this new way of **collaboration**



Workforce



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Culture



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# New UHN Staff Network – UHN Armed Forces Staff Network (ASFN)

UHN is proud to have a long tradition of supporting staff **networks** and **forums** since 2019. Starting with our **REACH** Network, our EDI networks have expanded to include forums supporting colleagues with **disabilities**, who are **LGBTQ+**, and improving **gender equality**.

As of 2024, UHN has welcomed the creation of the UHN **Armed Forces Staff Network (ASFN)**. Their aim is to improve the experience of **veterans, regulars, reserves, cadets and their families** whether requiring healthcare or serving as employees of UHN.



Workforce



Leadership



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# UHN Network Chairs – REACH



This year, all of our EDI Staff Networks agreed to merge into UHN Networks to better support colleagues across **NGH & KGH**.

As our oldest network, **REACH** embraced this change after having a UHN approach for several years now.



REACH **workstreams** have been merged to ensure that colleagues who are best suited for delivering change across UHN are able to do so without worrying about Trust specific barriers

We have also welcomed the expansion of our **REACH** leadership during this time to include **8 REACH chairs**



**Samukeliso Sibanda** - Matron

**Brian Marimba** - Digital Analyst

**Sreejith Nair** - Patient at Risk Practitioner

**Jane Sanjeevi** - Freedom to Speak up  
Guardian

**Beata Wojcik** - People Promise Manager

**Ruby Mathew** - Deputy Sister

**Pavan Sharma** - Organisational  
Development Coordinator

**Hildah Matiashe** - Midwife



Workforce



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# UHN Network Chairs – PRIDE



This year, all of our EDI Staff Networks agreed to merge into UHN Networks to better support colleagues across **NGH & KGH**.

Our **PRIDE** Networks embraced this change, having worked together for **Northampton Pride**.

**PRIDE** workstreams have been merged to ensure that colleagues who are best suited for delivering change across UHN are able to do so without worrying about Trust specific barriers

We have also welcomed the expansion of our **PRIDE** leadership during this time to include **4 PRIDE chairs**

**Helen Whitbread** - Community Stroke Manager

**John Leivers** - Communications Officer

**Jake Harrison** - Clerical Manager

**Dr. Craig Knighton** - Oncology Consultant



Workforce



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# UHN Network Chairs – Gender Equality



This year we created the UHN **Gender Equality Network**

With a strong history of championing gender equality at **KGH**, our network members have now embraced working with **NGH** to ensure UHN carries on being gender inclusive.

The workstreams of this network have been expanded to support new **NGH** members

We are proud to have our Network leadership expand to **2 chairs**

**Sally Tomalin** - Clerical Administrator (Pharmacy)

**Ganesh Baliah** - Deputy Director for Allied Health Professions



Workforce



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Patient Care





# UHN Network Chairs – DAWN



This year, all of our EDI Staff Networks agreed to merge into UHN Networks to better support colleagues across **NGH & KGH**.

Our **DAWN** Networks embraced this change, having collaborated with each other for multiple events and development opportunities .

**DAWN** workstreams have been merged to ensure that colleagues who are best suited for delivering change across UHN are able to do so without worrying about Trust specific barriers

We have also welcomed the expansion of our **DAWN** leadership during this time to include **3 DAWN** chairs

**Iona McClaggan-Lane** - Infection Prevention Administrator

**Christine Hardy** - Digital Transformation Coordinator

**Luke Sullivan** - Freedom to Speak Up Guardian



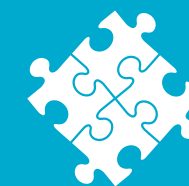
Workforce



Leadership



Culture



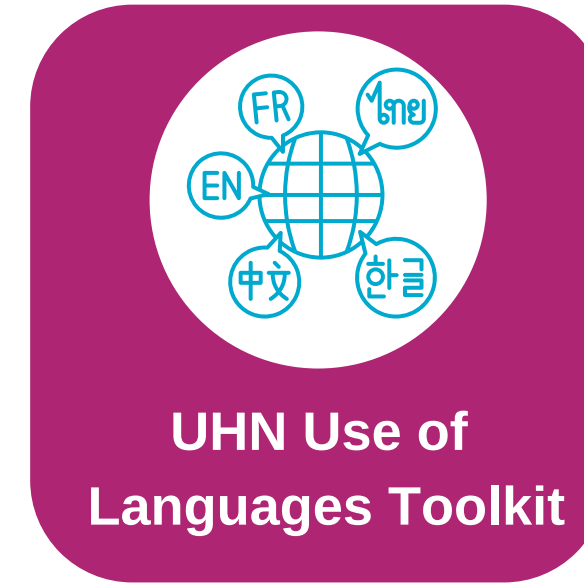
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# Toolkits

The following **Toolkits** have been designed to help support our **managers and colleagues** understand **cultural differences**, tackle their own **biases** and support **inclusive conversations** amongst diverse teams. These toolkits help make learning more **accessible** and within the control of the individual who needs them.



Workforce



Leadership



Culture



Patient Care



# Policies

The following **policies** have been reviewed and published as part of our steps to becoming **UHN**. These **policies** form the backbone of our **formal processes** ensuring that colleagues are **compliant** with any relevant **legislation** and ensuring that the Trust meets its own **duty of care** for those we employ.



Health & Wellbeing  
At Work



Maintaining High  
Professional  
Standards



Dismissal for Some  
Other Substantial  
Reason



Safeguarding  
Allegations against  
an Employee



Preventing & Managing  
Hepatitis B Infection in  
Healthcare Workers



Working Time Regulations  
&  
Secondary Employment



Sexual Safety



Personal  
Relationships at work



Latex & Dermatitis  
Management



Workforce



Leadership



Culture



Patient Care





# Rethinking Racism Programme

The Rethinking Race Education Programme is designed to engage both the hearts and minds of our colleagues. At UHN, we believe that creating a truly inclusive environment requires more than just policies; it demands a genuine commitment to learning and compassion.

By participating in this workshop, you will understand why equality, diversity and inclusion matters, gain valuable insights and practical tools to help us all contribute to a more supporting and inclusive UHN.



**YOU'RE INVITED TO OUR...**  
**RETHINKING RACE**  
**EDUCATION PROGRAMME**



Diversity  
is a  
fact



Equality  
is a  
choice



Equity  
is a  
need



Inclusion  
is an  
action



Belonging  
is an  
outcome

**BOOK HERE!**



Workforce



Leadership



Culture



Patient Care





# Rethinking Racism Programme – Testimonials



“Really interesting session and has made me think about things that would perhaps never crossed my mind before. It has encouraged me to try and be more confident to stand up for people and speak up.”



“Very much an eye opener.”



“Great session. Informative and enlightening. Empowering with tools to take forward. ”



“Racism is a real and big issue in the workplace. To make this programme mandatory would be a real game changer to make a better cultural working environment.”



“Was a very hard topic for me personally as in the past I have been burned by racism and accused of something that didn't happen. Gaining further information helped me understand the subject better.”



“Very informative. I appreciate the open conversations we were encouraged to talk about without judgement.”



Workforce



Leadership



Culture



Patient Care



# Pride 2024

Each year, UHN has the privilege of attending **Northampton Pride** to engage with our local **LGBTQ+** community.

This year our **PRIDE** Network members help plan and coordinate further UHN participation by organising our colleagues in the **Northampton Pride March**, distributing Pride memorabilia, and engaging with our **service users**.

UHN values the feedback our **LGBTQ+** community provides us each year on ways we can improve access to our services. This year our colleagues, and service leads have taken on board this feedback to ensure **mental health** and **gender marker** processes are easier and prioritised at UHN.



Workforce



Leadership



Culture



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# Wear Your Pride Day



Every year since 2023, UHN has celebrated **Pride month** by asking our colleagues to **“Wear Your Pride”** to work. Colleagues wear any colour of the rainbow flag to show their visual support for our **LGBTQ+** community. This year we collaborated with our **Health Charity** to provide hampers to the winning teams at **KGH & NGH**. Our winners this year were the **Macmillan Cancer Services Team (NGH) & Outpatient Services Team (KGH)**



Workforce



Leadership



Culture



Patient Care





# REACH Event

Starting at **KGH**, as an event to **celebrate** our **Internationally Recruited Staff** as well as welcome them to the UK, our annual **REACH** event has now expanded to include **NGH & NHFT**. This event aims to celebrate **Northamptonshire's** diversity within in its **healthcare services**. This is done through showcasing colleagues own cultural **fashion**, serving cultural **meals** from **local providers** and playing rich **music** from across the globe.

This year, we celebrated and showcased **our colleagues** and the hard work they have done to ensuring our **patients and visitors** are supported at **UHN**.



Workforce



Leadership



Culture



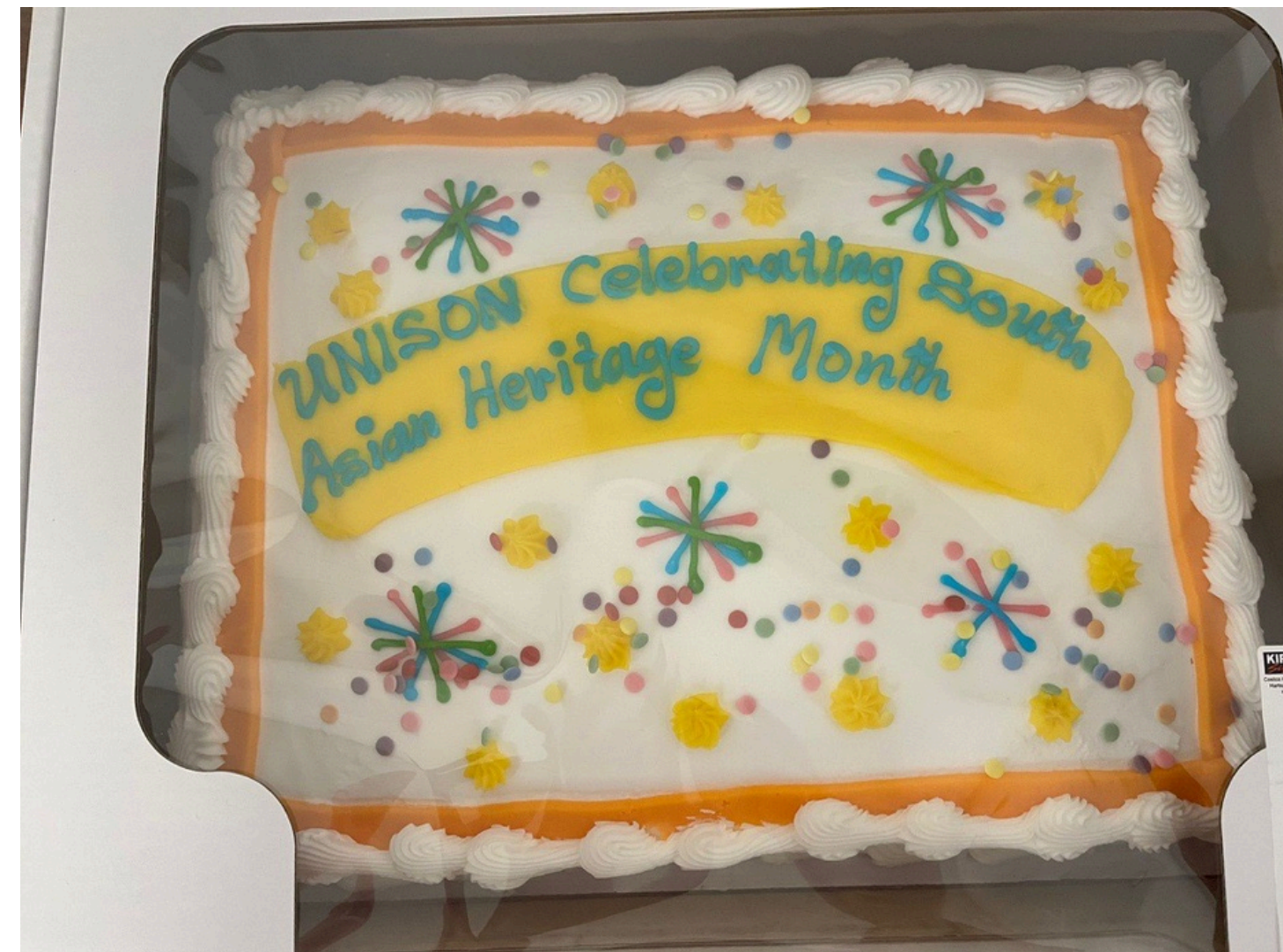
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# Union Support

The work our **Unions** do to support our colleagues is vital across UHN. This year, we have worked closely with our Union representatives to ensure that the needs of colleagues are always heard. To help us with our EDI objectives **UNISON** was able to secure two cakes for our REACH Event to celebrate **Black History Month** and **South Asian Heritage Month**. These were appreciated by our colleagues and saw an **increased interest in Unison membership**.



Workforce



Leadership



Culture



Patient Care





# UHN Workforce Support Events

Our EDI Team have been hard at work this year ensuring that **UHN Inclusion Services** are being communicated effectively to all our colleagues. The EDI team have planned the following events that have reached out to colleagues both **virtually and in person** to ensure that everyone felt included in our EDI conversations

Our Workforce Support Events:

- **UHN Ward Walks:** Supporting Clinical Colleagues by meeting them on the Wards
- **UHN Induction:** Welcoming our new starters to UHN
- **UHN Recruitment Days:** Advocating for new applicants to apply for work at UHN
- **UHN Training Days:** Providing training to our UHN teams
- **UHN Fireside Chats:** Virtual sessions for colleagues hear about staff experiences



Workforce



Leadership



Culture



Patient Care





# Excellence Awards 2024

The **excellence awards** are a great opportunity to showcase the work our colleagues do across UHN, and last year the **communications team** wanted to focus on ensuring more colleagues felt **empowered** to submit an entry that considered our **values** and **commitment to inclusion** across the categories.

The previous year there was approx. 400 nominations and this year the entries doubled to just over **800**.

Working with the EDI Team the Communications Team agreed a process and criteria for the **2024 awards** which included setting up **workshops** for colleagues on how to **write a nomination** and they also made available a toolkit for colleagues to support them in how to write a nomination, including how to **consider the hospital values and equality**.



The communications team also ensured each judging panel had **representation** from EDI colleagues to ensure nominees were **fairly judged against the criteria of values and diversity, equality, inclusion and belonging**. As well as a **category for valuing EDI** for colleagues to enter nominations.

The aim of the awards were to **promote inclusion and success** across our hospitals and ensure everyone was **represented fairly**.



Workforce



Leadership



Culture

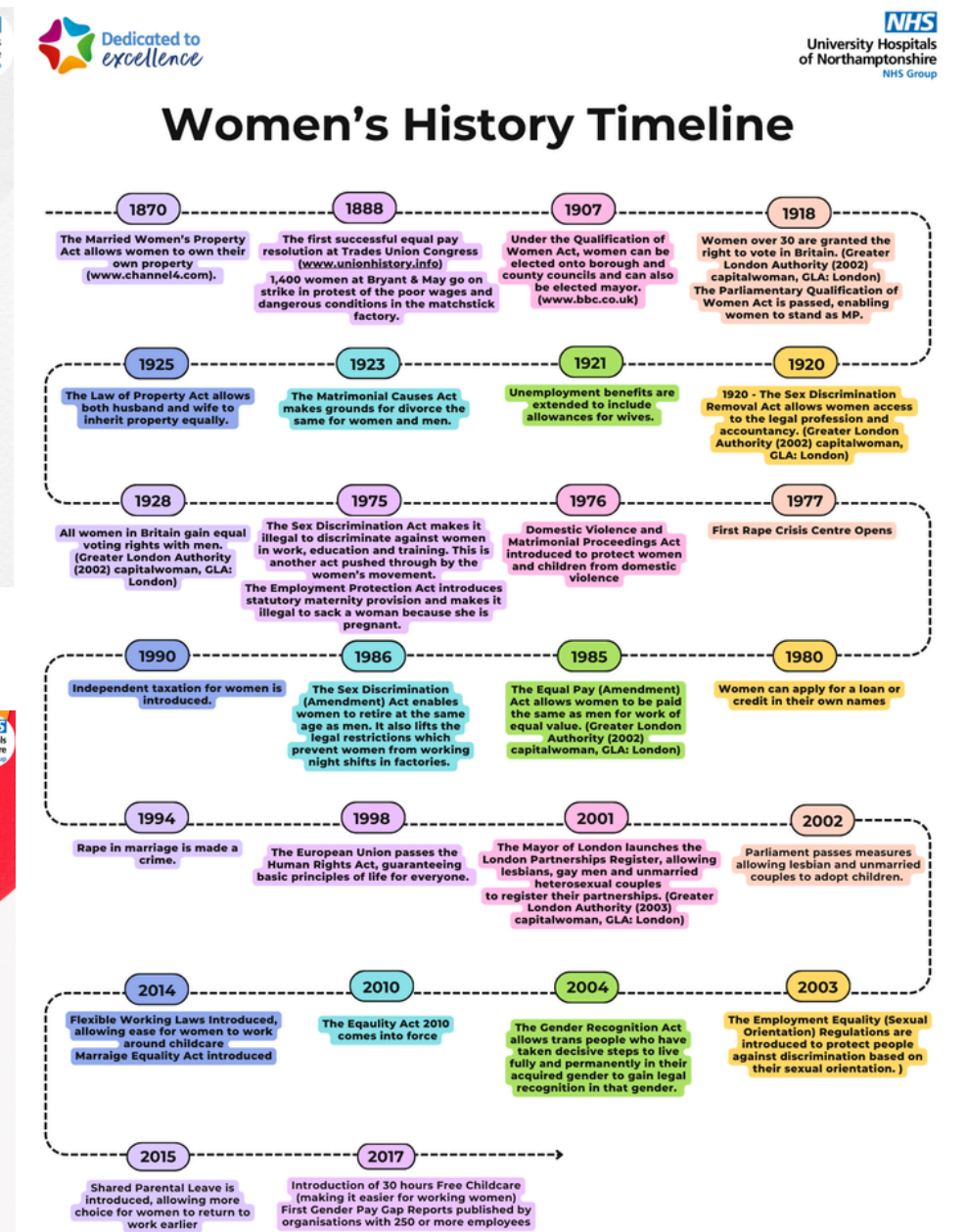


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# UHN Cultural Events

At UHN we have taken pride in designing and **celebrating** a host of **cultural events** relevant to the **communities** we serve. Our aim is to ensure that UHN visually supports our communities as well as sharing in **cultural celebrations** for all colleagues.



## Workforce



# Leadership



# Culture



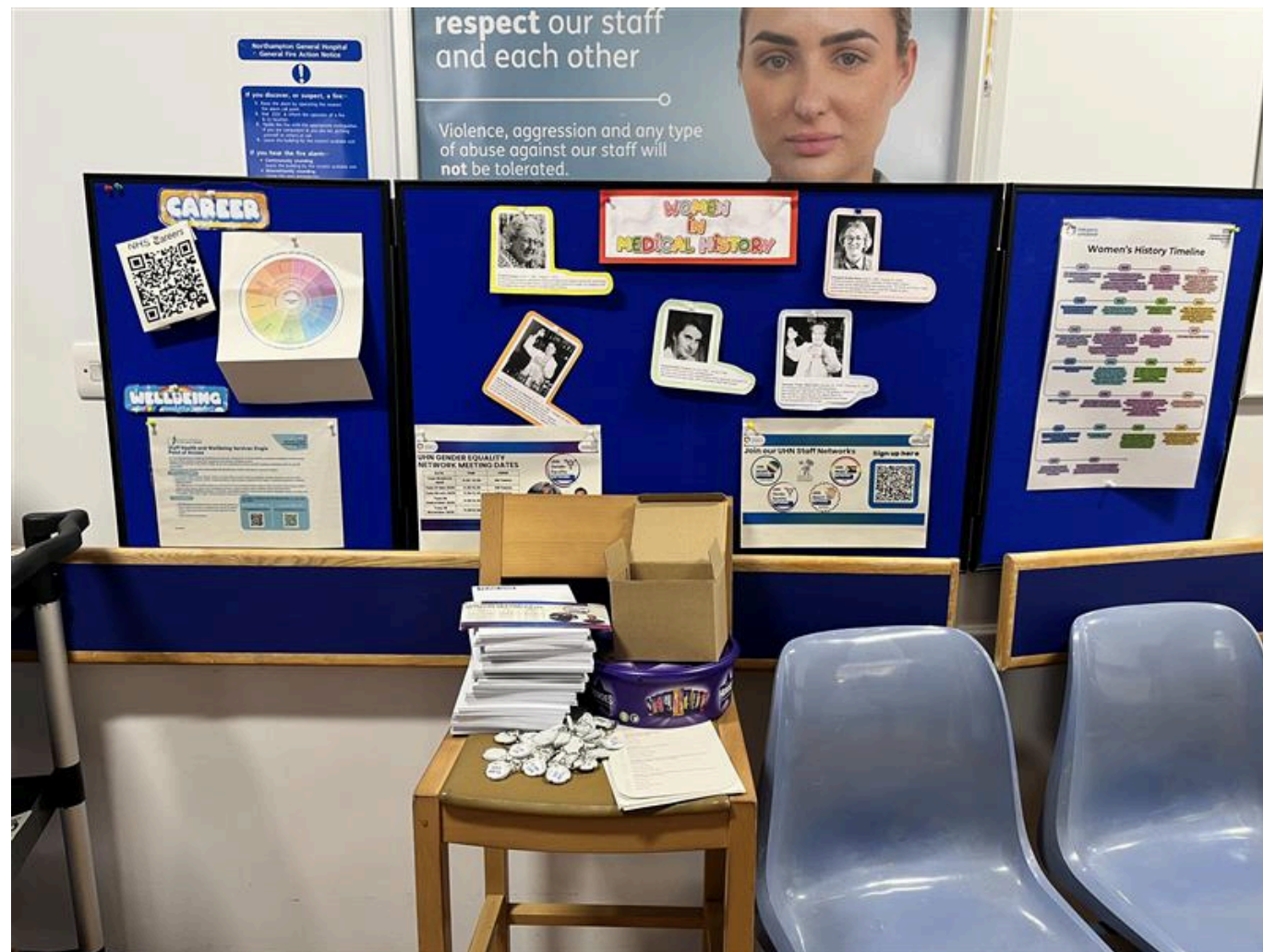
## Patient Care





# Women's Day Stands

Our **UHN Gender Equality Network** celebrated **International Women's Day** as their first UHN project as a Group network. Our network chairs aimed to teach colleagues the **contributions women have made in the NHS** and these contributions have strengthened women across the workforce. The Gender Equality Chairs were at **KGH & NGH** in person to speak with colleagues, **expand membership** for the network and advocate for the **changes they plan to make across UHN** within the coming year.



Workforce



Leadership



Culture



Patient Care



# Civil Unrest Support

During the Summer 2024, the UK faced widespread **Civil Unrest** which saw protests turn to rioting that targeted minority communities due to misinformation being spread online. In face of these protests UHN saw the need for **quick and supportive** action, so that colleagues were able to travel to and from the hospital in **safety**, perform in their roles with **respect**, and seek safe areas to **protect** themselves if need be. Our detailed actions are listed below.

## Support for Colleagues

Work From Home  
Carpooling  
Early Finish  
Discretionary payments for Transport  
Police presence & support  
Rethinking Racism Training

## Guidance Published

NMC Guidance  
Allyship Toolkit  
Personal Safety in an Emergency Guidance  
Microaggressions Toolkit  
Tackling Racism Toolkit  
Right to Refuse Service

## Support for Teams

Buddy System  
Stronger Disciplinary Action  
VARG Support  
Enhanced Security in Clinical Areas  
Datix Analysis & Review  
UHN Monthly Listening Event



Workforce



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Culture



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# Fireside Conversations

At UHN we have worked closely with our EDI Staff Networks to arrange **fireside conversations** during big cultural celebrations. These fireside chats started as an idea for clinical colleagues to listen to network members with **lived experiences** talk about the **barriers** they face when **accessing NHS services**.

These fireside conversations now take place during **Black History Month, Disability History Month and Pride Month**. This provides colleagues an opportunity to listen to various stories and experiences. While also engaging with our **Executive Sponsors** for each network, who are our facilitators for these events

This year we have worked closely with our **FTSU Team, Health & wellbeing team and Non-executive Directors** to add further support conversations. These conversations have taken place due to the need for specialist support resources due to the **Civil Unrest** impacting marginalised communities.



## Black History Month Fire Side Chat

The UHN EDI team has organised a session between our REACH Networks, FTSU Guardians and Health & Wellbeing Team to discuss:

- Learn the importance of Speaking Up
- Understand the Cultural Barriers to Speaking Up
- How Diabetes impacts the wider REACH community
- The importance of Mental Health and what services are available for REACH colleagues

Wednesday,  
30 October 2024

14:00 - 15:00

Virtual Session



## Disability History Month Fire Side Chat

The UHN EDI team has organised a session between our DAWN Networks to help colleagues:

- Learn about Neurodiversity and Hidden Disabilities
- Understand some of the bidden barriers disabled colleagues face
- How Reasonable Adjustments make a difference
- The Sunflower Badge Initiative

Wednesday,  
18 December 2024

11:00 - 12:00

Virtual Session



Workforce



Leadership



Culture



Patient Care



# Sunflower Badges

**Sunflower Badges** are available to clinical colleagues across UHN as part of the **Hidden Disabilities Campaign** and as an alternative to the **Sunflower Lanyard**.

Hidden disabilities don't have physical signs and can include;

- **Learning difficulties**
- **Mental health**
- **Mobility**
- **Speech, Visual or hearing**
- **Impairments**
- **Asthma**
- **COPD, and other lung conditions**
- **and chronic illnesses**

Living with these conditions can make daily life more **demanding** for many people. They affect each person in different ways and can be **painful, exhausting and isolating**. Wearing the **Hidden Disabilities Sunflower** discreetly indicates to people around the wearer that they need **additional support, help or a little more time**.

You might have seen people wearing the **sunflower lanyard** around the Trust (as pictured), however due to **Infection, Prevention and Control** measures Clinical colleagues cannot wear these lanyards. UHN is proud to have purchased **Sunflower Badges for our Disabled Colleagues** to replace their lanyards to ensure they feel supported at all times when working in our clinical areas.



**Workforce**



**Leadership**



**Culture**



**Patient Care**





# Awards and Recognition

National BAME Shortlisted Nominations 2024	
Ally of the Year	Tracey Robson - Deputy Chief People Officer
BAME Midwife of the Year	Hildah Matiashe - Midwife
BAME Nurse of the Year	Jane Sanjeevi - FTSU Guardian Maria Sagucio - Pastoral Care
Compassionate & Inclusive Leader	Palmer Winstanley - Chief Executive Officer
Inspiring Diversity & inclusion Lead	Farhana Ahmedabadi-Patel - Senior Inclusion Specialist
BAME Inclusion Achievement of the Year	Jane Sanjeevi - FTSU Guardian



Hildah Matiashe – Diabetes Specialist  
Midwife | Kettering General Hospital  
NHS Foundation Trust

B.A.M.E MIDWIFE OF THE YEAR



Workforce



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# NHSE Rainbow Badge Review

The **NHSE Rainbow Badge scheme** has been a positive initiative started in **London** to show support for **LGBTQ+ patients**. The programme has expanded across the UK, and seen more NHS colleagues wear badges to show **allyship** for the **LGBTQ+ Community**.

As of 2024, the **Rainbow Badge Scheme** was paused and a panel was formed to **review** the process, to better understand if the Scheme was meeting **NHSE Standards** for better **Patient** and **Staff** outcomes.

UHN was privileged to be included in the **review** process where our Trust was able to provide its own **experiences, ideas and new ways of working**. This process has seen UHN be at the front of a national scheme that will see the **Rainbow Badges** relaunched across the UK.

UHN contributed to the following:

- **Called for a Rainbow Badge Recycling process**
- **Showcased UHN LGBTQ+ toolkits & Training modules**
- **Highlighted the need for stronger Leadership Questions**
- **Requested frameworks for Trusts to use when designing process/guidance/policies**



Workforce



Leadership



Culture



Patient Care





# BINA Conference & BAPIO



University Hospitals  
of Northamptonshire  
NHS Group

The **British Indian Nurses Association (BINA)** in August 2020, the year we celebrated as **International Year of the Nurses and Midwives**. BINA is an **independent, non-profitable organization** set up to serve **Nurses of Indian origin**. BINA is working collaboratively as an **‘Arm’s length body’ of the British Association of Physicians of Indian Origin (BAPIO)**. Founding members of BINA worked together with BAPIO to turn the ideas of forming BINA into a reality. We have enjoyed much support and joined hands with many other great leaders across the NHS and social care sectors of likeminded Nurses.

As the **Executive Lead for BINA East Midlands**, Jane Sanjeevi our FTSU Guardian was very keen to support our UHN colleagues to attend this conference. Last year the organisation showed incredible support and **arranged transportation** which was highly valued by the staff group and we look to repeat the same this year.

The focus this year was on **shaping the future of our workforce** with a **commitment to excellence**. We were honoured to have our UHN & UHL CEO, Richard Mitchell, as a guest speaker.

**BRITISH INDIAN NURSES ASSOCIATION (BINA) ANNUAL CONFERENCE**  
FRIDAY, 29 NOVEMBER, 2024  
VENUE: RACECOURSE, LEICESTER, LE2 4AL

**CONFERENCE THEME: OUR WORKFORCE, OUR FUTURE: THRIVING WITH EXCELLENCE**

**OUR SPEAKERS**

 DANNY MORTIMER CEO NHS Employers	 AVEY BHATIA CHIEF NURSE Guy's and St Thomas NHS Foundation Trust	 DUNCAN BURTON CNO NHS England	 SUE TRANKA CNO NHS Wales	 HABIB NAQVI CEO NHS Race and Health Observatory	 JULIE HOGG CHIEF NURSE University Hospitals of Leicester NHS Trust
 KAREN BONNER CHIEF NURSE Buckinghamshire Healthcare NHS Trust	 RICHARD MITCHELL CEO University Hospitals of Leicester NHS Trust	 CLARE TEENEY CHIEF PEOPLE OFFICER University Hospitals of Leicester NHS Trust	 MARK RADFORD DEPUTY CNO NHS England	 ROISIN FALLON WILLIAMS CEO Birmingham and Solihull Mental Health NHSFT	

**INCREDIBLE SESSIONS!**  
KEY NOTE SPEECH  
BRAVER THAN BEFORE LEADERSHIP SESSION  
CNO PANEL DISCUSSION  
CEO PANEL DISCUSSION  
INMA PANEL DISCUSSION

**HIGHLIGHTS**  
• NETWORKING OPPORTUNITY  
• TRADITIONAL BUFFET INCLUDED  
• SPECIAL DANCE PERFORMANCES

**REGISTRATION**  
CLICK TO REGISTER OR SCAN QR CODE

**FREE CONFERENCE!**



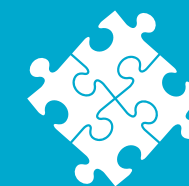
Workforce



Leadership



Culture



Patient Care



# Improving patient access and experience in and of our services

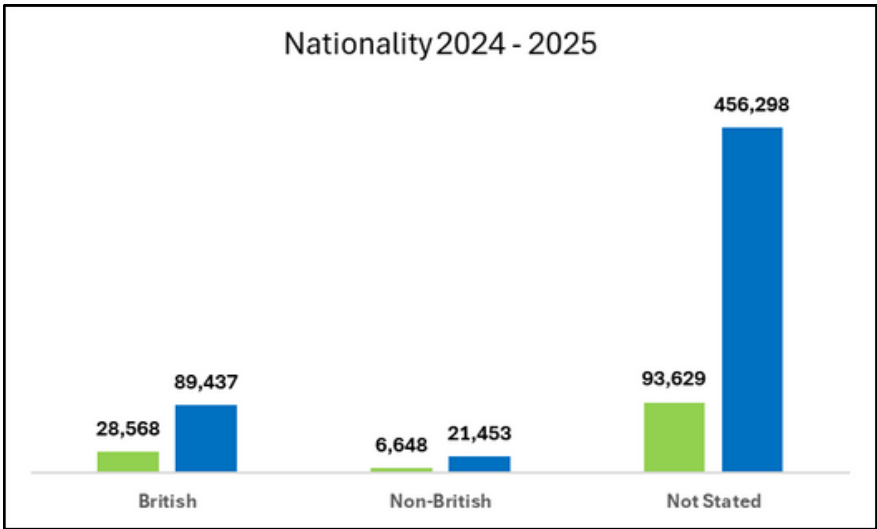
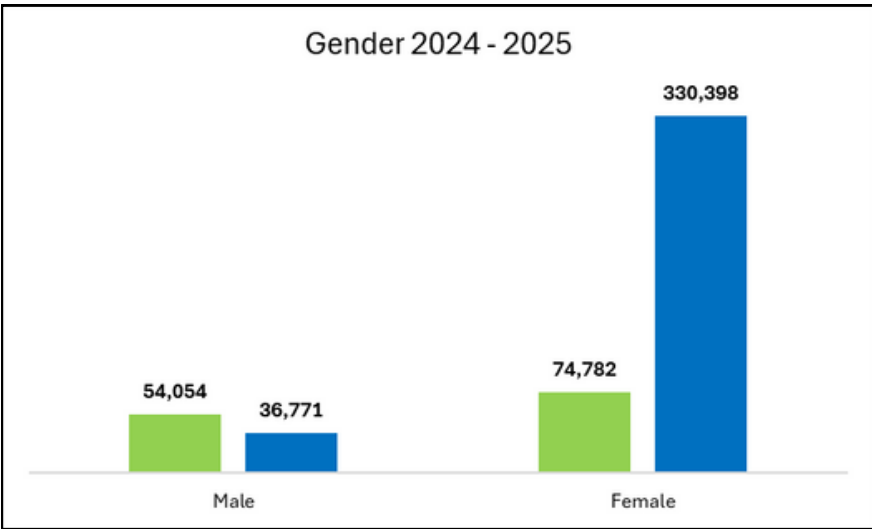
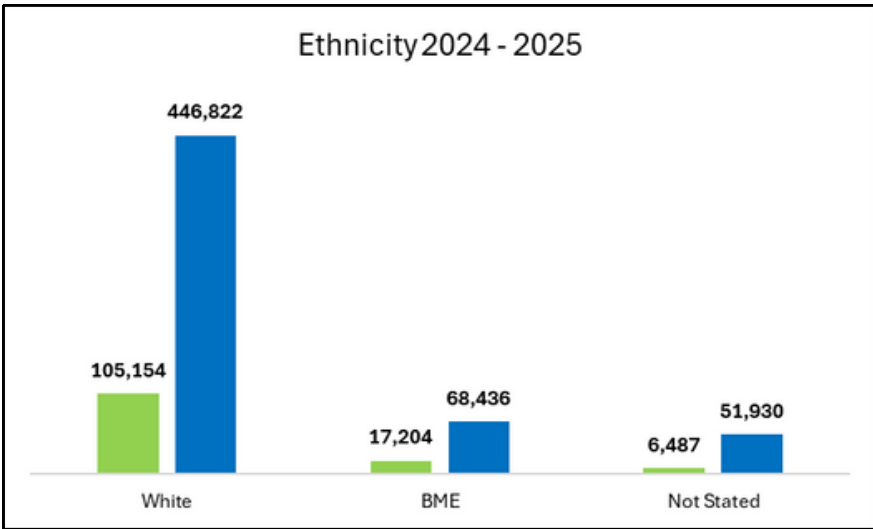
We know positive patient experience is achieved through everyone being informed and provided with the opportunity to be involved in decisions about their care. In decisions about their care, we will continue to develop support for staff on how they can effectively involve and engage all patients and carers. The goal is to secure a good cross-section of people reporting positive experiences about their care within our services



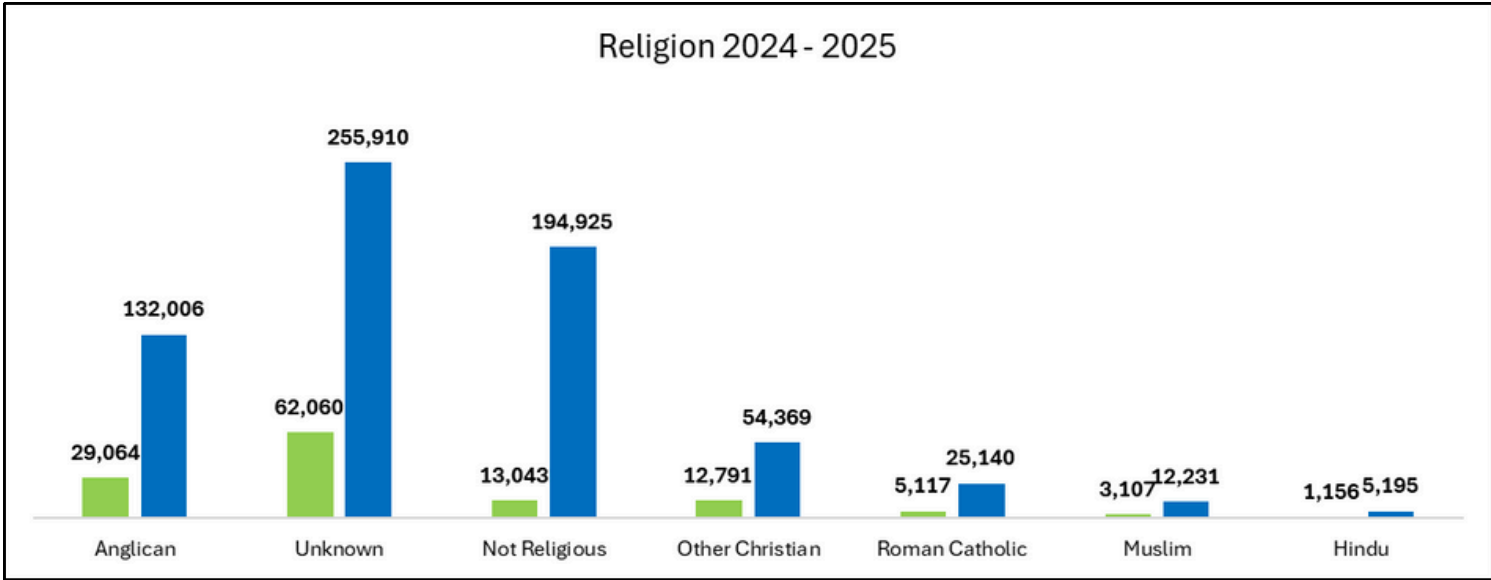
# Diversity of Our Patients

The Trust values **diversity** and is dedicated to providing **inclusive**, **accessible** and **quality medical care**. We recognise that a diverse community with varied experiences, and healthcare needs enhances the delivery of excellent services. Shown below is the demographic breakdown of our patients by protected characteristics in 2024 - 2025.

This snapshot of our patients reflects the average patient information at both Trusts within **UHN**. Due to the information shown more detailed information is limited due to our reliance on patient's providing us accurate and complete information.



Outpatient



Inpatient



Workforce



Leadership



Culture



Patient Care



# EDS Domain 1 – Maternity

The EDS is an improvement tool for patients, staff and leaders of the NHS. It supports NHS organisations in England - in active conversations with patients, public, staff, staff networks, community groups and trade unions - to review and develop their approach in addressing health inequalities through three domains: Services, Workforce and Leadership. It is driven by data, evidence, engagement and insight.

Undeveloped activity – organisations score out of 0 for each outcome	Those who score under 8, adding all outcome scores in all domains, are rated Undeveloped
Developing activity – organisations score out of 1 for each outcome	Those who score between 8 and 21, adding all outcome scores in all domains, are rated Developing
Achieving activity – organisations score out of 2 for each outcome	Those who score between 22 and 32, adding all outcome scores in all domains, are rated Achieving
Excelling activity – organisations score out of 3 for each outcome	Those who score 33, adding all outcome scores in all domains, are rated Excelling
Domain 3: Inclusive leadership overall rating	Developing



Workforce



Leadership



Culture



Patient Care





# Listening Events

Listening events are a key component to the **engagement** work undertaken with patients to inform an **understanding of care received and onward planning**. Outcomes from the listening events helped with the creation of **action plans and strategy development** for the areas involved. Positive feedback received from the participants for holding the forums, enabling patients and carers the opportunity to have their **experiences heard personally**, in the knowledge that UHN genuinely recognised their contributions.

In conjunction with clinical teams, the Patient Experience team held the following events in 2024/5:

- **Eye Care** – April 2024
- **Virtual Wards Patient and Carer Coffee Morning Listening Event** – April 2024
- **Neonatal and Transitional Care** – June 2024
- **Chemotherapy Suite** – August 2024
- **Endoscopy** – October 2024
- **Martha's Rule (Call for Concern©)** - February 2025
- **Stroke Patients** – February 2025



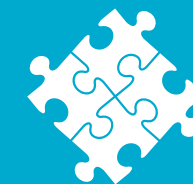
Workforce



Leadership



Culture



Patient Care



# Patient Stories

Stories told by individuals from their own perspective regarding a health care setting, or the care they have received, has been identified as a **powerful tool to understand their lived experience** and help to **shape services**. Patient stories are used at **Board, Group and Committee level** as well as in **training of new staff** to understand the patient experience. Personal stories captured on **video, voice recording and verbal testimonials** have been presented over 2024/5 with great impact.

These include:

- **Jane's Story:** A positive maxillo-facial surgical experience following the removal of a mole.
- **Nigel's Story:** A positive story capturing the success of the Smoking Cessation team for a patient.
- **Gabby's Story:** A positive story from a Trauma patient from their initial emergency admission to their recovery.
- **Daniella - Midwifery Patient Story 2024:** A positive patient story of a staff member using our maternity services.
- **Emma Fee - Play Team Manager:** A positive video of the support that the Play Activity Team provide to paediatric inpatients at NGH.
- **Jade Coggin:** Maternity Induction Experience.
- **Aimee's Story:** An example of a negative experience for people living with autism.
- **Pete's Story:** A negative example of a patient living with Early Onset Dementia.
- **Howard's Story:** A negative example of the lack of pain relief support following an inpatient discharge.



Workforce



Leadership



Culture



Patient Care





# LGBTQIA+ health: inequalities and inclusive care

At UHN we have always looked to **continuous personal development** as a corner stone of our workforce. Our colleagues are constantly seeking and undertaking training opportunities to **refine and develop their talents and knowledge**. This year, our organisation aimed to improve training opportunities for our **Medical teams** when it comes to matters around **LGBTQ+ patient care and health inequalities**.

Our EDI team reached out to **Dr. Duncan Shrewsbury (They/Them)** to provide UHN a bespoke training session that suited the needs of our colleagues and was tailored to feedback provided by our **LGBTQ+ patients**. Duncan (they/them) is a queer academic GP, practicing in **Brighton**.

As a Reader in **Clinical Education & Primary Care at Brighton and Sussex Medical School**, they are the **Deputy Lead for Curriculum Development**, the research lead for the Department of Medical Education, and the **lead the Academic GP** training for the medical school.

Duncan has worked in **adult and higher education since 2008**. Their broad area of **scholarly activity is in medical education and primary care**. More specifically, they have interested in **wellbeing, learning difficulties and disabilities in clinical education**. For their PhD, they looked at **dyslexia in doctors**. They lead international teaching and research initiatives around **LGBTQ+ health inequalities**.

We are thankful to Dr. Shrewsbury for their support in providing this training and we look forward to working together on future opportunities.



## LGBTQIA+ health: inequalities and inclusive care

University Hospitals Northamptonshire

Dr Duncan Shrewsbury (they/them)

Reader in Clinical Education & Primary Care  
Brighton & Sussex Medical School

General Practitioner  
Gender Clinician, Sussex Gender Service  
[d.shrewsbury@bsms.ac.uk](mailto:d.shrewsbury@bsms.ac.uk)

Version 1.0 (Oct 2024)



Workforce



Leadership



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# Learning Disabilities & Autism

People with a **Learning Disability** experience significant health inequalities compared to the general population. Despite initiatives such as the introduction of the **Learning Disability Mortality review (LeDeR)** programme in 2017, and the enhanced services of annual health checks over several years, the average age of death is still **23 years younger for men and 27 years younger for women**, compared to the rest of the general population.

The Trust employs 1 WTE equivalent **Learning Disability Liaison Nurse and a Learning Disability Project Worker (LDPW)**, who himself has a Mild Learning Disability and acts as an expert by experience. Together they support the ongoing work for people with **learning disabilities and autism (LD&A)**.

The LD&A team delivers **awareness training** across the Trust including HCA induction, **International Nurses and Nurse Development** and over the last two years to embed the **Oliver McGowan Mandatory Training** alongside partners from **ICB, Social Care, NHFT and KGH**.

An **Autism Awareness Day** was held on 25th August 2024 in Cripps Large Hall and was a great success with many partners with stalls and delivering presentations.

The **Learning Disability Steering Group** was established in February 2016 and continues to meet quarterly for oversight with **patients with learning disability**. It continues to build upon the **NHSE Learning Disability Improvement Standards of: Respecting and protecting rights; Inclusion and engagement; and Workforce**.

The Trust continues to work with **Digital and system partners to embed an LD & A** alert on hospital systems and work towards the **Reasonable Adjustment Digital Flagging NHSE mandate**.



Workforce



Leadership



Culture



Patient Care





# Guide Dogs & Accessibility

UHN continues to make its hospitals accessible to all patients. It publishes [AccessAble guides](#) on the Internet, and this is managed by the [Estates and Facilities](#) team.

A review of the [policy for assistance dogs on hospital premises](#) was completed in 2024-25. Additional Patient engagement following a PALS enquiry has led to a greater understanding of the [role of assistance dogs](#) and the [lived experience of owner handlers](#) when they are in the hospital setting and the positive experience of [reasonable adjustment](#) to this essential auxiliary aid to many disabled people.

Application to [Northamptonshire Hospital Charities](#) has been made for the improvement of the hospital site to allow for the [exercising and toileting of working dogs](#) whilst supporting their owners as inpatients and outpatients across UHN.

A training event was held for [assistance dogs](#) in training at Danetre Hospital in June 2024 and this was well received by colleagues and visitors to the inpatient and outpatient areas visited.

Training and awareness of the role of [assistance dogs](#) as well as sighted guides are being planned for 2025-6.



Workforce



Leadership



Culture



Patient Care



# Supporting our Veterans

Silver ERS Award 2024



NGH's first veteran's breakfast



KGH's veteran's breakfast



Our **Armed Forces Support Network** has been hard at work ensuring that UHN is a welcoming and inclusive Trust for those working, or have families within the **armed forces**. Below are some of the activities and projects the network has created within it's first year as a network:

- Award: **Veteran Accreditation** for KGH
- Award: **Silver** ERS for KGH
- **Comprehensive websites detailing support available** to our veterans & dedicated email addresses for veterans
- **Armed Forces Week/Reserves Day/ Remembrance Sunday/Armistice Day/VE and VJ Day** are celebrated at UHN
- **Veterans Breakfasts** at NGH & KGH
- A **training video** is now available for **recruitment managers** and is shared at inductions
- **UHN Armed Forces Champions** – baseline was 8 and is now 17
- Signed up for **Step into Health** – championing military service leavers & their families who may choose to work for UHN



Workforce



Leadership



Culture



Patient Care





# Chaplaincy Services

At UHN we are pleased to have recruited **two new Chaplains** to help support our communities. Enayet Rahman our part-time **Muslim Chaplain** and of Marilyn Benjamin our part-time **Christian Chaplain**. They were both appointed in October 2024 to assist us with outreach into the **wider hospital community**.

Enayet is a local Imam born and bred here in Northampton with good contacts with the local **Bangladeshi Muslim Community**. Marilyn has spent many years working as a counsellor and has a **psychotherapy background** as well as being a Christian minister.



**Enayet Rahman**  
Chaplain



**Marilyn Benjamin**  
Chaplain



Workforce



Leadership



Culture



Patient Care



# Improving Pastoral Support

The chaplaincy provides **pastoral**, spiritual and **religious care** to patients, visitors and staff of **all religions and beliefs, including those with non-religious beliefs**. Key projects that our Chaplains have completed this year to improve pastoral care across UHN are as follows.

- Led **International Workers' Memorial Day Service** across UHN.
- **ICU Memorial Service** – remembering lost loved ones care for in ICU in recent years. This was a community event held in the Kettering Corn Market Hall.
- Display to support and promote the **National Dying Matters Week**.
- Display to promote **Armed Forces Week**, with a focus on the support available for Veterans.
- Interment of the **Covid Memorial Crosses** in the KGH Pocket Park with the planting of a memorial tree, on behalf of the Trust.
- Visit by the **Anglican Bishop of Peterborough** to formal license two members of the Chaplaincy Team.
- Our team staffed an information stand at the joint **KGH and NGH AGM**.
- **Baby Loss Memorial Service** supporting National Baby Loss Memorial Week at Kettering Parish Church & Northampton's St Peter's & Paul's Church.
- Annual **Act of Remembrance and Chapel Service** held for the Hospital Community.
- Key religious festivals marked and celebrated through displays and Trust wide screensavers, including **Diwali, Gurpurab, Sikh Day Christmas and Hanukkah**.
- Annual **KGH Carol Service** attended by **UHN CEO and the Mayor of Kettering**, followed by ward visits from the local Salvation Army Band on **Christmas Day** at both NGH & KGH.
- New webpage about the **Spiritual and Pastoral Care Service** on KGH internet site to promote access details of our service to those in the local community.
- **National Covid 19 Memorial Service** across UHN with a service held in the KGH Pocket Park to mark 5 years since the start of the pandemic.
- Information display about the **Holy Month of Ramadan** and daily provision of **snacks and water** to enable colleagues and visitors to **break their fast**.
- Throughout the year, we have a regular presence at staff Trust **inductions** where we actively welcome new staff members.



Workforce



Leadership



Culture



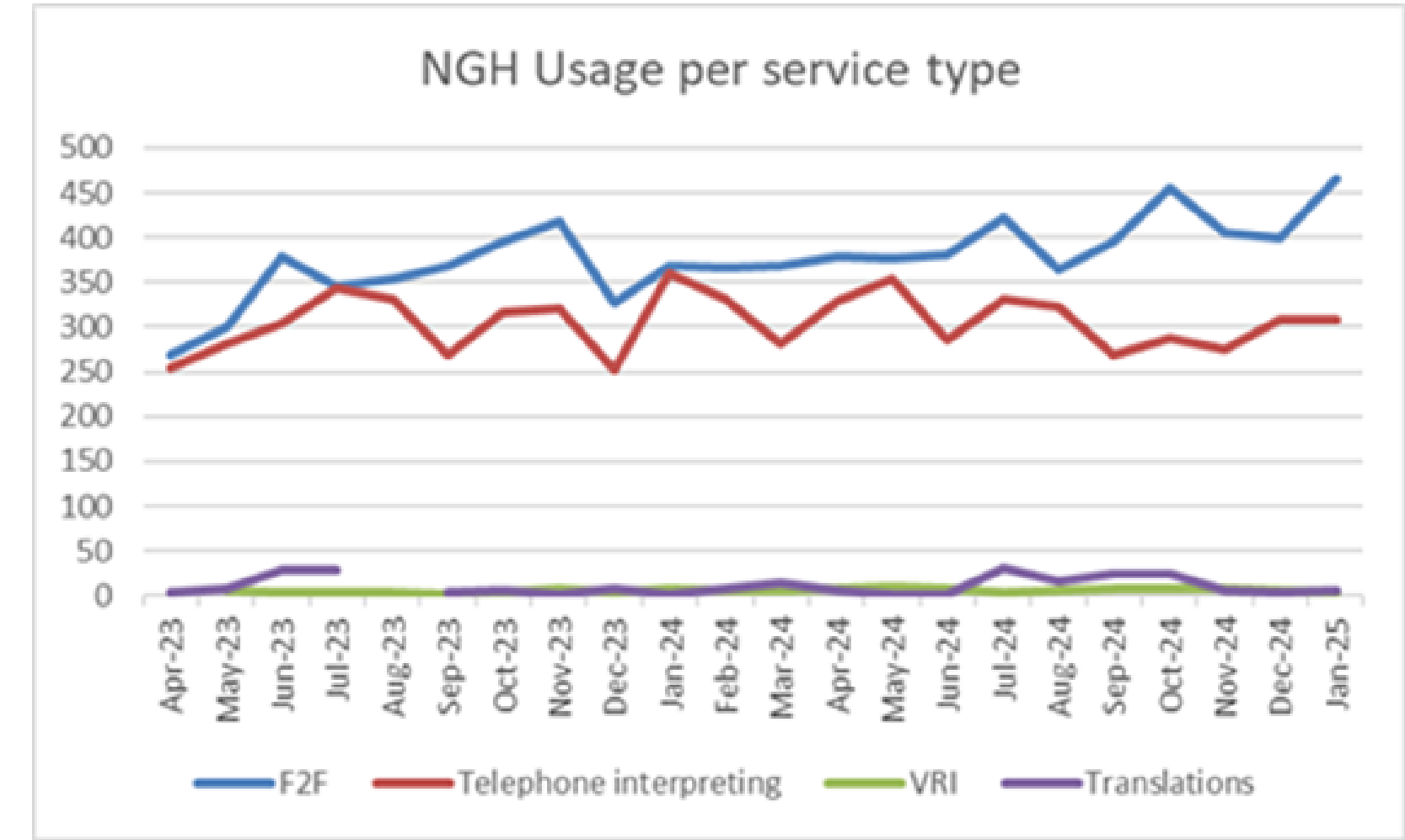
Patient Care





# Translation Services

The Trust has supported **6,640 patients with interpretation support** in 2024-25. This service supports the needs of **non-English speaking patients** or those who have a **sensory impairment such as hearing loss**. The service is comprised of **AA Global face-to-face, telephone and video interpreting and local BSL provider DeafConnect**. The services are provided for **short notice and planned interventions** as well as in and **out-of-hours**. The service procedures are advertised on the Street as well as through the **Translation and Interpreting services policy**. The demand for interpretation reflects the **diversity of the population in Northamptonshire**, which continues to grow.



Top 10 languages 2023-24		Top 10 languages 2024-25	
Romanian	3079	Romanian	2995
Polish	915	Polish	1097
Russian	733	Russian	655
Bengali	467	Bengali	615
Albanian	259	Albanian	322
Lithuanian	209	BSL	230
BSL	186	Pashto	226
Cantonese	166	Urdu	191
Urdu	159	Lithuanian	165
Pashto	138	Bengali	148



Workforce



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# Transgender Patient Policy and Change of Gender Marker Process

At UHN we have taken steps over the past year to improve our services for our **Trans community**. This started with improving the workplace for our **Trans colleagues** by creating a **UHN Trans Workforce Policy**, which provided **clearer guidance and support** for colleagues transitioning while at work. This past year we have begun working on **transforming our clinical systems** and services to better support our trans patients.

At UHN, we have now **published clearer clinical support and guidance for Trans patients and visitors** that ensures that they are able to **access care suitable to their needs**. This work started within our **Maternity services**, with the **aim of improving healthcare outcomes for new trans parents** giving birth and has resulted in wider UHN consultation in **improving specialised areas of the Trust**. Alongside our **NGH Supporting Trans Patient and Visitors Policy**, we have also published guidance on how patients can **request their gender markers to be changed** on our clinical systems.

Being able to **change your gender marker** is a key step in the transitioning process for many trans individuals which provides them **better health outcomes** to being able to live the life they choose. The Gender Recognition Act makes clear the obligations healthcare providers have to support those transitioning and **updating medical records** accordingly.

At NGH, we have aimed to improve this process so that patients have their **personal details updated** in a timely manner without compromising their healthcare needs.

To date 106 patients have been identified as having a change of gender on hospital records, with 35 in the year 2024-25.

In March 2024, the EDI Patient Liaison Officer attended a Gender Identity Research and Education Society ( GIRES) ‘Being Ready ‘ workshop around death, dying and bereavement, and has shared this learning with Bereavement and End of Life teams to inform their policy for the care of LBGTQ+ people and their relatives at the end of their life. This learning has also been included for EQIA against UHN End of Life Policy and the Northamptonshire Mortuary redevelopment programme.



Workforce



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# NHSE Gender Inclusion in Maternity

At the end of last financial year, UHN was successful in securing **NHSE Funding for Gender Inclusive Maternity Care Training**. This programme, set up by NHS England, aimed to provide NHS Trusts with funds to acquire training around **Transgender Healthcare within Maternity** from established third party providers. UHN in its bid for this programme was able to secure **£4,000 for two days of training** for our maternity teams at NGH & KGH. This training was provided by the **LGBTQ+ Foundation** a long time training partner for the NHS.

The **NHSE Gender Inclusion in Maternity Training Programme** took place over two days to better support UHN maternity teams. We have been successful in training over **50 nurses & midwives, ranging from Band 5 - Band 9**, who are able to better **support our trans patients**. This training proved pivotal in combatting a **healthcare inequality**, which has seen an increased use of our Maternity services by **LGBTQ+ individuals**. The first session occurring in **June 2024** and the second occurring in **October 2024**. This training covered the following topics:

- **Understanding Gender Identity & Sexual Orientation**
- **The Importance of Pronouns and Self-Identification**
- **Being an Ally and how to have Trans Inclusive Conversations**
- **Clinical Support for Trans Patients in Maternity**
- **Trans Anatomies and linked Healthcare needs**



**Workforce**



**Leadership**



**Culture**



**Patient Care**



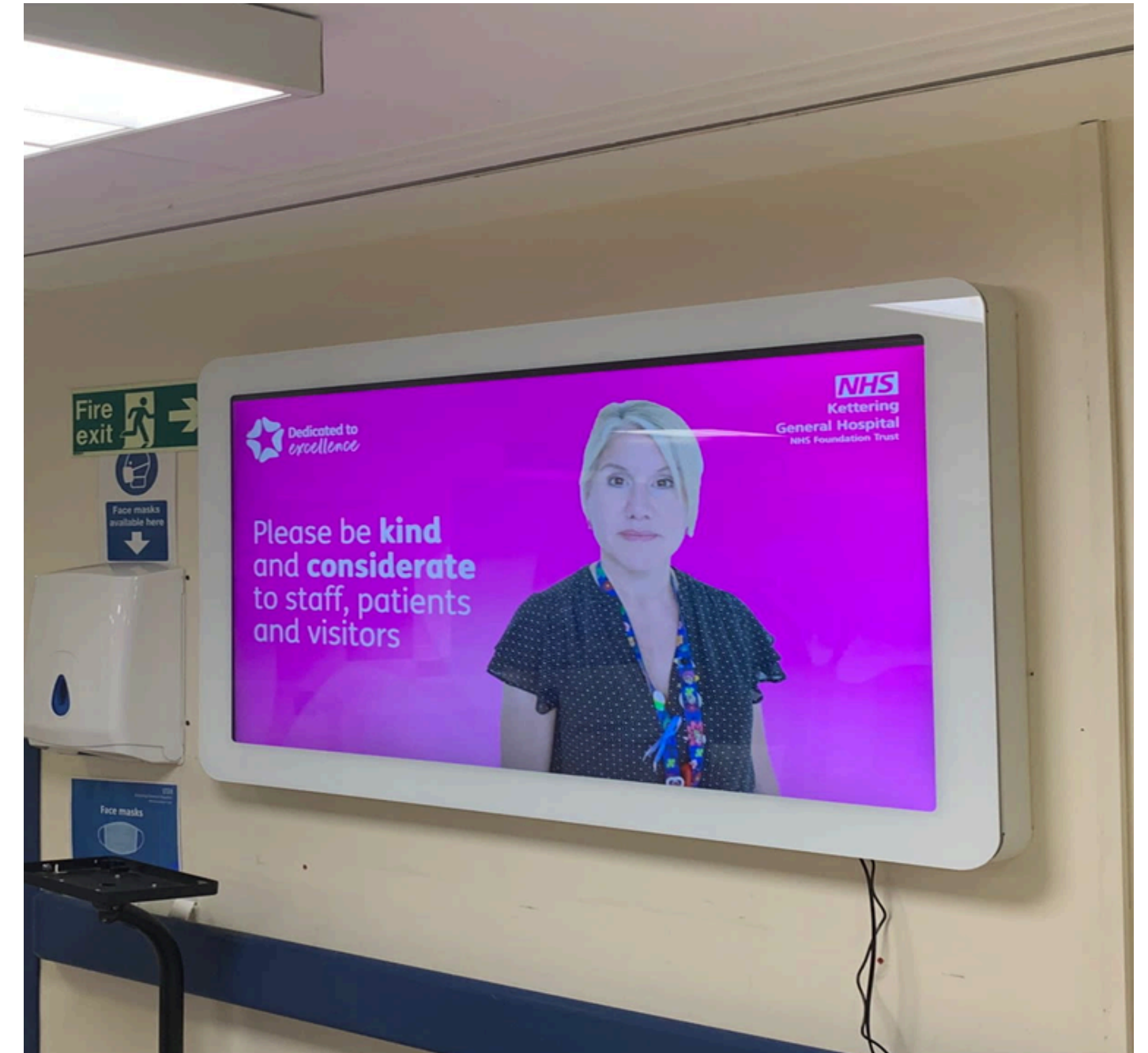
# Digital Noticeboards

The communications team as part of their aim to **improve engagement** across UHN, were **awarded funds** to set up Digital noticeboards across the hospitals in colleague and public areas.

The aim of the project was to **improve communication** with those departments that would not normally have access to emails and also **improve information** across the hospital to ensure equality and inclusion, with more people having **access to more key messages and information**.

The screens offer information across a **range of subjects** and the messages can be targeted by location through the software which allows the communication team to **personalise** the message depending on the location.

This project is ongoing with **more screens being connected** and the final push of screens now going up across NGH. Example locations are in our **ED for adults and children** where messages focus on **alternative healthcare options** and advice along with other messaging



Workforce



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## Accountability

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn.



## Respect

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts, beliefs and feelings of others



## Courage

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.



## Compassion

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other people's shoes.



## Integrity

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.