



EDS2: Treating everyone equally and fairly in the NHS



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1. Better health for everyone

Health services meet the needs of local people in their communities.



Each person has their health needs checked and met in the best way.



Moves to other services are done smoothly and everyone knows what is happening.



People using the NHS are safe, they are treated properly, not abused and mistakes are not made.



Everyone gets the chance to have the checks, jobs and information they should have.



2. People feeling better about their services

Everyone should be able to get into and use all health services.



People are told about the choices they have in ways they understand.



People have the support they need to make the choices they want to make.



People say good things about the services they have used.



Complaints are sorted out quickly and properly.



3. People working for the NHS are supported

People get jobs with the NHS equally and fairly.



Staff at all levels come from all backgrounds.



Staff are paid the same for doing the same work.



NHS groups should check this.



Staff say they get good training and chances to learn new things.



Staff are never bullied or suffer any sort of abuse at work.



Staff are given the chance to work hours that suit them and the NHS when possible.



Staff say they are happy in their jobs.



4. People in charge of NHS services do things fairly

The people in charge show what they are doing to treat people equally and fairly.



Any reports that people in charge look at include any risk of not treating people equally and fairly.

They will also have to say what they will do about those risks.



Managers will support staff to work in ways that treat others equally and fairly.



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