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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Fairness, Rights and Responsibilities

An Equality and Human Rights Strategic Plan for Betsi Cadwaladr University Health Board

2012 -2016



Easy Read

Easy Read Version

Please ask us if you would like this plan and any supporting documents to be made available in other languages or formats

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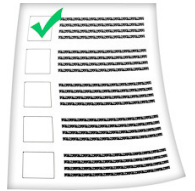
This is Betsi Cadwaladr University Health Board's (BCU HB) first Strategic Equality and Human Rights Plan.



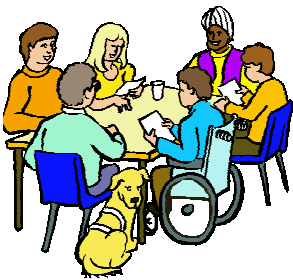
BCU HB is the name we use for a very big group of hospitals, clinics and other services. We help the people of North Wales stay healthy and well.

Strategic Equality and Human Rights Plan

This booklet explains to you what we will do about **Equality, diversity and human rights** over the next four years.



Our goal is to make sure that everybody who uses our services or works for us has a good, healthy and happy life and that everyone is treated fairly.



Equality

This means treating everyone fairly so they a happy and full life.

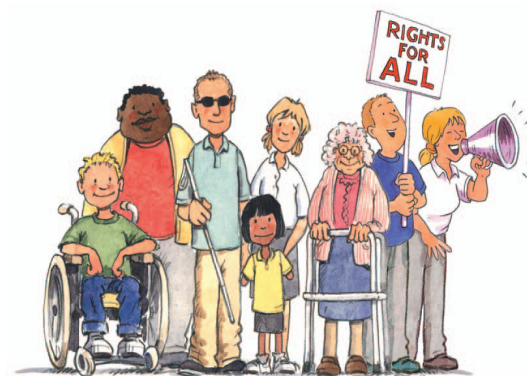
BCU HB serves a diverse population, and The Plan says what we want to do to help all people.

Diverse or diversity

This means lots of different types of people, these might be;

- Younger and older people
- Black or white people
- Disabled people and non-disabled people
- People who speak Welsh or English or maybe another language
- People who were not born in Wales

There are lots more differences too.



Human Rights

This means the rights and freedoms that belong to everyone.

We have called our Plan “Fairness, Rights and Responsibilities”. It explains how together we can help to make things at BCU HB better for everyone. This will not be easy to do, but if we **work together**, it should make sure that the services we give get better every day.

What are we going to do?

- ✓ We will look at the work we have already done and look at ways of making this even better
- ✓ We will work together with other groups
- ✓ We will listen to what the people of North Wales have to tell us
- ✓ Equality, Diversity and Human Rights will be part of all our plans
- ✓ We will help our staff to understand what equality, diversity and human rights means and what some of the problems are for different people
- ✓ We will check up on our work to see if it is making a difference
- ✓ We will find out more about the people who use our services and make sure that their views are heard



The Strategic Equality and Human Rights Plan makes sure that all people in North Wales are treated fairly. These people might be:

- ✓ Men or women
- ✓ Young and old people
- ✓ People from an **Ethnic Minority**
- ✓ Disabled people and people who are not disabled
- ✓ People who believe in God and people who have other beliefs
- ✓ **Gay, Lesbian, bisexual and straight people**
- ✓ People who are single, married or in a civil partnership



Gay, Lesbian, bisexual and Straight People

A gay man is attracted to other men
A lesbian is a woman who is attracted to other women
A straight man is attracted to women
A straight woman is attracted to men
A person is bisexual if they are attracted to men and women

Ethnic Minority people can have different needs. Some of these could be based on culture or language. They may not have been born in North Wales.



We looked at a lot of information to help us write our Plan. People who live in North Wales and people who work for us also told us how to make things better.

The people we asked were from lots of different places and had different thoughts on what needs to be done.

Our Plan is a big document, but we can help you if you want to look at parts of it that interest you.

The main things that people told us were:

- ✓ Give everyone the treatment they need to help them get better or stay well.
- ✓ Make it easier to use our hospitals and to talk to us.
- ✓ Provide information in different ways e.g. large print.
- ✓ Make it easier to get appointments.
- ✓ Provide more accessible car parking.
- ✓ Protect people who are bullied and badly treated.
- ✓ Listen to what you tell us.
- ✓ Give us more information about jobs and help in applying to work for us



There were many others too.



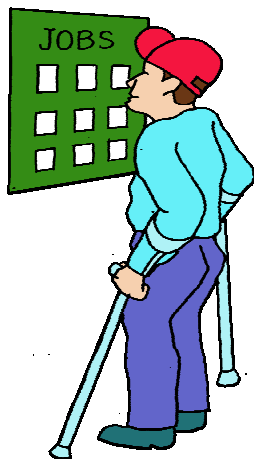
Staff told us that they would like: more training to help them do their jobs. They also want more help to stop them being hurt or shouted at by patients or visitors.

How are we going to do these things?



Making sure everyone gets the treatment they need to help them get better

We will make sure that this is done by finding out more about what patients and staff need and why some people are treated differently. We will look at lots of different ways of making it easier for everybody to use our services.



More information about jobs and help in applying to work for us

We will make sure that when we have jobs in the hospital everyone knows about it and how they can apply. There is a website which shows all of the jobs that are available. We have a department which helps people to do this - this is called Workforce and Organisational Development (this used to be called 'Personnel').

We also use the Disability 'Two Tick' symbol which means extra help for disabled people who want to work for us.



Making sure people who are bullied or treated badly get the protection, help and treatment they need



We will make it easier for people to tell us when they have been bullied or treated badly so that we can make sure they get the protection and help they need.

More Ways of helping us to make decisions

We will look at ways of getting more people to help us with our committees and other meetings where we make decisions about patients and how we treat them. We also want to make sure people who want to help us in other ways are able to do so.



Making it easier for patients to use our hospitals and to talk to us.



We will make sure we have enough space for people who need to park close to our hospitals. We will work hard with patients and people who care for them to look at the best way to tell you things you need to know, and we'll ask you to tell us about how we can make sure information is easy for all patients

to understand.



Training

You have already helped us to make some changes to make sure that all staff get training about equality and human rights that will help staff understand how to treat patients with **dignity and respect** and help to ensure that they are safe when they are doing their job.

Preventing violence towards staff

We are working with staff to develop new ways of making sure they are safe at work and to make sure patients and visitors know they mustn't hurt or shout at our staff.

Dignity and respect

Dignity and respect is about how people feel, think and behave towards each other, and how they value themselves and other people.

To make sure we do things right, we will ask patients and staff to help us by telling us what would make things better for them.

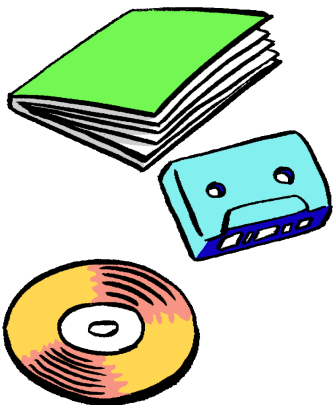
We want to make sure that nobody is left out or has their view ignored.



Equality Impact Assessment

We will check that all our plans are fair and do not treat people badly. This is called Equality Impact Assessment.

How will you know what has been done?



Every year we will write a report to tell you what we have done and if there is anything that we have not done. We will also tell you if there are any changes to the things we need to do. If we have not done something, we will tell you why.

We will put this information on our website for you

<http://www.pbc.cymru.nhs.uk>

<http://www.bcu.wales.nhs.uk>



If you would like to help us with our Equality, diversity and human rights work or would like to ask a question, please contact us

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