

The Goals and Outcomes of EDS

These outcomes relate to issues that matter to people who use, and work in, the NHS.

Objective	Narrative	Outcome
1. Better health outcomes	The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results	1.1 Services are commissioned, procured, designed and delivered to meet the health needs of local communities
		1.2 Individual people's health needs are assessed and met in appropriate and effective ways
		1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed
		1.4 When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse
		1.5 Screening, vaccination and other health promotion services reach and benefit all local communities
2. Improved patient access and experience	The NHS should improve accessibility and information, and deliver the right services that are targeted, useful, useable and used in order to improve patient experience	2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds
		2.2 People are informed and supported to be as involved as they wish to be in decisions about their care
		2.3 People report positive experiences of the NHS
		2.4 People's complaints about services are handled respectfully and efficiently
3. A representative and supported workforce	The NHS should increase the diversity and quality of the working lives of the paid and non-paid workforce, supporting all staff to better respond to patients' and communities' needs	3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels
		3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations
		3.3 Training and development opportunities are taken up and positively evaluated by all staff
		3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source
		3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives
		3.6 Staff report positive experiences of their membership of the workforce
4. Inclusive leadership	NHS organisations should ensure that equality is everyone's business, and everyone is expected to take an active part, supported by the work of specialist equality leaders and champions	4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations
		4.2 Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are managed
		4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination