

Equality Outcomes Final Report

This report aims to provide an update on progress towards delivering our Equality Outcomes and Mainstreaming Plan (2021–2025).



We are committed to making health and care accessible by eliminating discrimination, promoting inclusion and ensuring a Human Rights based approach underpins all our functions and services.



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1. Foreword

At NHS Fife, we are deeply committed to fostering a culture of equality, inclusion, and human rights in every aspect of our services and workplaces. As the Director of Nursing and Executive Lead for Equality and Human Rights, I am proud to present this final report on our Equality Outcomes and Mainstreaming Plan for 2021–2025.

This report is both a reflection on the significant progress we have made over the past four years and a reaffirmation of our dedication to addressing inequalities in health and care. Our journey has been marked by meaningful engagement with communities, collaboration with staff, and a relentless focus on delivering equitable, person-centred care. From improving outcomes for older adults through innovative, non-pharmacological approaches to strengthening the health and wellbeing of our ethnically diverse staff, the outcomes achieved demonstrate the impact of a shared commitment to equity and inclusion.

Notably, this period has seen the initial development of our Anti-racism Plan, which builds on foundational work to address systemic inequities. Our efforts to improve data collection, expand interpreting and translation services, and implement innovative projects such as "Playlist for Life" have set a precedent for future initiatives. Each step forward underscores the importance of co-design and lived experience in shaping our priorities.

We recognise that the work of advancing equality and human rights is never complete. This report serves as a bridge to our new Equality Outcomes and Mainstreaming Plan for 2025–2029, where we will continue to build on these successes, learn from our challenges, and strive for even greater impact. An Interim Equality Outcomes Plan 2025-2029 has been developed and will be reviewed and updated in Autumn 2025.

I invite you to explore the insights, actions, and outcomes detailed in this report. Together, we can ensure NHS Fife remains a leader in delivering inclusive, high-quality care that respects every individual we serve.

Janette Keenan

Executive Director of Nursing

Executive Lead for Equality and Human Rights

2. Introduction

NHS Fife delivers healthcare to a population of around 370,000, and has a workforce of approximately 8,500 staff members, providing services across acute hospitals, community settings and primary care services across Fife.

This report is written to reflect the work and progress made across Fife's health services. As a public sector organisation, we have a legal duty to ensure that we are complying with all equality legislation (including the Public Sector Equality Duty (PSED)). One of our equality duties is to report on the work we do to progress equality in the organisation through the Equality Outcomes and Mainstreaming plans and reports. New plans must be developed every 4 years and reported on every 2 years.

Over the last 4 years, we have demonstrated our commitment and dedication to addressing discrimination and delivering equitable and fair services to all our patients. This final report on the Equality Outcomes and Mainstreaming Plan 2021 - 2025 provides feedback on the progress made throughout 2023 and 2024 and gives insight to future developments on these outcomes. It will cover who has been involved in the progress of each outcome, how we have engaged with communities and ensured the lived experiences and opinions of patients have been listened to and considered in all NHS Fife decision making.

3. Equality Outcomes 2021–2025

3.1 Outcome 1 – Person-centred Care – To improve the mental health outcomes for patients over 65 years

WE SAID	WE DID	WHAT'S NEXT?
Enhance volunteering opportunities for older adults to support their health and wellbeing.	Expanded volunteering roles within NHS Fife, with 46% of volunteers aged 66 and over. Training provided both online and in-person. Simulation volunteers placed at Queen Margaret Hospital.	Continue expanding volunteering opportunities and explore additional roles that promote intergenerational engagement.
Reduce use of anti-psychotic medication through non-pharmacological interventions like personalised music playlists.	Introduced Playlist for Life in West Fife Community, training 12 staff members and implementing playlists for 24 patients. 80% of patients saw a reduction in medication use, with some achieving complete discontinuation. The West Fife Older Adult CMHT are the first accredited Playlist for Life Community team in Scotland.	Scale up Playlist for Life across all Older Adult Community Mental Health Teams.
Implement Psychologically Informed Care (PIC) for "Stress and Distress" in dementia care across Fife	Integrated the Newcastle Formulation Model, supporting staff in identifying underlying causes of distress and enhancing non-pharmacological care planning.	Expand training and embed Psychologically Informed Care in dementia care across all relevant teams.
Improve PRN (as-needed) medication administration and documentation.	Introduced a traffic-light sticker system (Red – IM medication, Amber – Oral, Green – Non-pharmacological interventions). Automated data reports improved monitoring and reduced PRN use by 35%.	Extend data-driven PRN tracking across all NHS Fife Mental Health & Addictions Services to enhance person-centred care.
Enhance post-diagnostic dementia support and patient feedback.	Launched a quality questionnaire to capture patient experiences. Moved to an electronic format with QR codes for accessibility.	Implement monthly data reporting and expand feedback collection across all Post-Diagnostic Support Teams.
Expand the role of Mental Health Advanced Nurse Practitioners (MHANP) in Older Adult Community Mental Health Services.	Piloted the MHANP role in East Fife, improving service efficiency and clinical decision-making.	Evaluate potential process changes to further enhance patient pathways and service delivery.

Outcome 1 Person-centred Care – To improve the mental health outcomes for patients over 65 years

WE SAID	WE DID	WHAT'S NEXT?
Introduce the 'Simple Pleasures Project' to improve daily life for inpatients with dementia in Elmview Ward, Stratheden	Increased patient engagement in meaningful activities by 25%, improved mealtime experiences, and enhanced hydration monitoring with 40% increase in number of patients meeting their fluid targets. Improved environmental design which has supported better mealtime experiences.	Fully implement fluid intake reports and RAG status to support patient wellbeing.
Reduce waiting times for Post-Diagnostic Dementia Support.	Allocated additional staff resources, leading to a 70% reduction in waiting lists and a 50% reduction in referral-to-appointment time.	Sustain improvements through continued resource allocation and service review.

3.2 Outcome 2 – To improve the health of Black and / or Minority Ethnic Patients in our community

We Said	We Did	What's Next?
Improve ethnicity data collection to better understand and address health disparities.	Partnered with Public Health Scotland (PHS) to develop training resources for staff and patient information leaflets. Piloted staff confidence surveys before and after training	Trial PHS resources in early 2025, evaluate impact through comparative surveys, and roll out successful approaches across NHS Fife.
Enhance interpreting and translation services to improve patient communication	Conducted a service review, identifying key areas for improvement (e.g., BSL provisions, out-of-hours support, governance). Appointed one full-time BSL interpreter, improving flexibility and service quality.	Expand access to spoken language interpreters via an NHS Fife staff bank, prioritising top six languages (Romanian, Polish, Arabic, Russian, Bulgarian, BSL).
Explore racialised health outcomes for neonates to identify disparities.	Surveyed midwifery staff (31% response rate) on confidence in assessing neonates from diverse ethnic backgrounds. Developed and piloted 'Bridging the Gap' training, reaching 50 staff in the first 4 months	Scale up 'Bridging the Gap' training through a train-the-trainer model and integrate findings into clinical guidelines

3.3 Outcome 3 – To make senior management equality- focused by improving and embedding knowledge and skills through learning, mentoring and leadership.

WE SAID	WE DID	WHAT'S NEXT?
Ensure senior management is equality-focused by improving knowledge, skills, and leadership on equality issues.	Delivered Board development sessions and presented reports across governance committees, including Staff Governance Committee covering topics such as experience of Diverse Ethnic Staff and BSL interpreting awareness. There is a regular Equality and Human Rights agenda item on the Staff Governance Committee.	Continue bi-annual board development sessions and strengthen senior leadership engagement with equality initiatives.

3.4 Outcome 4 – To improve the health and wellbeing of our Black and Minority Ethnic staff.

We Said	We Did	What's Next?
Strengthen engagement with diverse ethnicity staff through dedicated networks and forums.	Recognised the need for a refreshed Diverse Ethnicity Network (DEN), using lessons from the successful launch of the LGBT+ and Neurodiversity Networks. Developed a framework for an inclusive and sustainable DEN.	Relaunch the Diverse Ethnicity Network in 2025 with a clear governance structure, hybrid meeting options, and staff engagement.
Enhance recruitment, retention, and support for internationally educated staff.	Earned the International Recruitment Pastoral Care Quality Award (2024) for excellence in supporting internationally recruited nurses and radiographers. Provided structured onboarding, including accommodation, orientation tours, and pastoral care.	Expand support for international recruits by developing mentorship programmes and ensuring long-term career progression opportunities.
Understand and address the impact of racism and discrimination on Ethnically Diverse staff.	Conducted a staff survey on racism and discrimination. Key findings: 72% reported a positive experience in NHS Fife, but Black and Mixed Ethnicity staff were most likely to feel treated differently. 59% of respondents had not reported racist incidents on DATIX, indicating gaps in awareness and confidence.	Raise awareness of reporting mechanisms for discrimination. Work with Speak Up / Whistleblowing Coordinator to improve staff confidence in reporting racism and accessing support.
Develop an Anti-Racism Plan to support diverse ethnicity staff and drive systemic change.	Initiated early discussions on an Anti-Racism Plan, with learning from NHS Grampian's approach. Presented initial work at Executive Directors Group.	Publish a formal NHS Fife Anti-Racism Plan in 2025, ensuring clear accountability, leadership commitment, and action plans.

We provide accessible communication on request in a variety of formats including for people who are speakers of community languages, who need Easy Read versions, who speak BSL, read Braille or use Audio formats.

Our SMS text service number **07805800005** is available for people who have a hearing or speech impairment.

To find out more about accessible formats contact:

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