



Name of project: Improving KCHFT Health Visiting Service Ethnicity Recording

Project leads:

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Kent Community Health
NHS Foundation Trust

What was our aim?

Improve ethnicity recording within the Health Visiting Service to be in keeping with Kent Community Health Foundation NHS Trust's (KCHFT) Equality, Diversity and Inclusion (EDI) agenda.

Why is it important to service users and carers?

Improving ethnicity recording allows the health visiting service to:

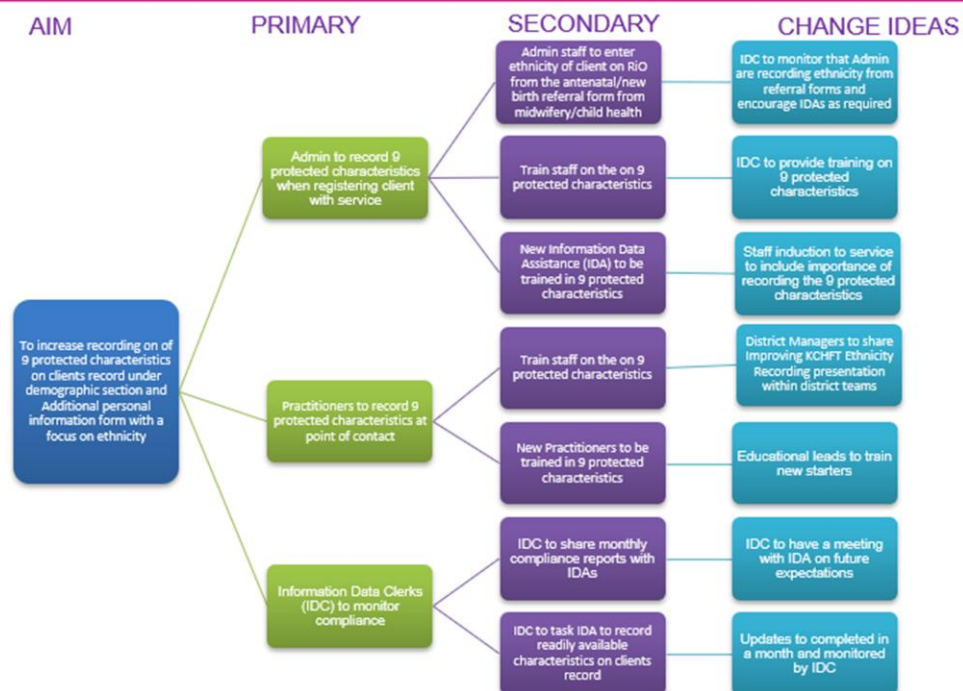
- Provide a tailored service provision for marginalised groups of the population
- Prioritise care and resources in accordance to need and ethnicity
- Increase service use and accessibility
- Support needs assessments and service planning
- Monitor equity of access and outcomes
- Inform clinical practice
- Improve the evidence on inequalities in population-based risks and outcomes
- Support high quality research to inform future service provision.

Ideas and tests of change

- Spoke at a series of key meetings to inform key internal stakeholders of project and rationale.
- Team leaders to lead on compliance of recording within their local district. Data will be reviewed at the team leader monthly meeting.
- Liaised with acute trusts for the ethnicity data to be included in the weekly release of viable pregnancies, providing teams a further opportunity to capture detail.
- Kent and Medway shared care record link now available on RIO client record, which can be accessed by administrators to view data held on acute service providers systems, where ethnicity data is not readily accessible within KCHFT.
- Monthly reports run by Health Visiting Business Team to understand progress within all districts and business support manager(s) to take appropriate actions where concerns are identified.
- On receipt antenatal notifications administrators will continue to transfer ethnicity information onto demographics page on RiO.
- Promotion and discussion at development and innovation meeting with district managers on the importance of ethnicity recording.

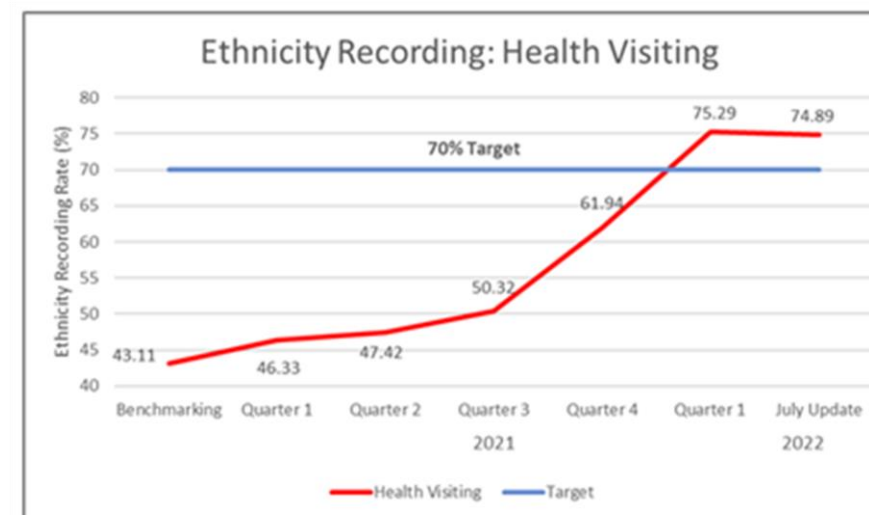
The tools we used

Driver Diagram – Increase recording of ethnicity in health Visiting service



Results/How did we do/Anticipated outcome

Bench marking data November 2021 to July 2022. The results demonstrated that the intervention put in place had a significant effect on ethnicity recording within the health visiting service. A target of 70 per cent for the service was exceeded to over 74 per cent.



Ethnicity recording for the service has remained consistently above the 70 per cent target throughout the summer period, with the latest data available data for September 2022 displaying compliance at 73.5 per cent.

What we learned and what's next

It is important as a service that we sustain and improve the recording of ethnicity within our RiO patient record system. We are continuing to monitor ethnicity recording and ensuring compliance and buy-in from colleagues. Additionally, we are prioritising recording all the nine protected characteristics which the Equality Act protects, to ensure equal importance is played to all.

The Business Team will play a substantial role with making sure these figures are maintained and that locally, within each district, there is focus on how performance is and working with district managers where required demographics are not showing as sustained.

Team Leaders should shortly be able to pull their own local reports so that they have the latest information for their own districts with close to live data.