

Appendix 1: Equality Impact Assessment Action Plan

Area for improvement	Changes proposed	Timescale	Resource implications	Where incorporated/flagged? (e.g. business plan/strategic plan/steering group/DMT)
Monitoring of transgender use of service	registration data changed April 2021 to include sex at birth and chosen sex now.	Commenced May 2021. Annual reports, monthly monitoring of comments .	Commissioner examining data and complaints and comment's themes. Managing through existing contract performance monitoring meetings	Service specification within contract. SMT/DMT/CMT lead member
Increasing access for those who do not live in the high population density areas	Work is already in place to increase access to services via online services offering self-sampling and triage. Future use may involve offer of posted medication for simple conditions. Already EHC and bridging supply of contraception is supplied online through the post	By December 2021	Commissioner examining data and complaints and comments themes managing through existing contract monitoring meetings for the named services	Service specifications within GP, Pharmacy, and online contracts. Service specification within contract. SMT/DMT/CMT lead member
Access for those who are digitally excluded and those unable to access phone triage	There will be a limited drop-in service targeted at these individuals. The service provider will work closely with organisations who work with more vulnerable clientele, such as the homeless and rough sleepers' teams, substance misuse teams and asylum seeker and refugee teams to support a clear pathway and or offer a direct service to these clients	By October 2021	Working with provider to trial and monitor activity and reported protected characteristics to gain a sense of any disenfranchised groups that may require more targeted work	Service specification within contract Service specification within contract. SMT/DMT/CMT lead member