

Objective	Narrative	Outcome
<p>1. Better health outcomes for all</p>	<p>The NHS should achieve improvements in patient health, public health and patient safety for all, based on comprehensive evidence of needs and results</p>	<p>1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well-being, and reduce health inequalities</p>
		<p>1.2 Patients' health needs are assessed, and resulting services provided, in appropriate and effective ways</p>
		<p>1.3 Changes across services are discussed with patients, and transitions are made smoothly</p>
		<p>1.4 The safety of patients is prioritised and assured</p>
		<p>1.5 Public health, vaccination and screening programmes reach and benefit all local communities and groups</p>
<p>2. Improved patient access and experience</p>	<p>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</p>	<p>2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds</p>
		<p>2.2 Patients are informed and supported so that they can understand their diagnoses, consent to their treatments, and choose their places of treatment</p>
		<p>2.3 Patients and carers report positive experiences of the NHS, where they are listened to and respected and their privacy and dignity is prioritised</p>
		<p>2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently</p>
<p>3. Empowered, engaged and well-supported staff</p>	<p>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</p>	<p>3.1 Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades</p>
		<p>3.2 Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing the same work in the same job being remunerated equally</p>
		<p>3.3 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately</p>
		<p>3.4 Staff are free from abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all</p>
		<p>3.5 Flexible working options are made available to all staff, consistent with the needs of patients, and the way that people lead their lives</p>
		<p>3.6 The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population</p>

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4. Inclusive leadership at all levels	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 conduct and plan their business so that equality is advanced, and good relations fostered, within their organisations and beyond
		4.2 Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination
		4.3 The organisation uses the NHS Equality and Diversity Competency Framework to recruit, develop and support strategic leaders to advance equality outcomes