

Hounslow NHS Primary Care Trust

Respect for People training to 700 staff across 80 sites

Client Issue

Diversity is a major issue for the public sector, particularly in relation to health inequalities, and the NHS is centre stage. With 700 staff at 80 sites, getting key information to all staff at Hounslow NHS Primary Care Trust posed particular logistical challenges.

Grass Roots Solution

Our 'Respect for People' programme enabled the subject of diversity to be approached in a relevant and entertaining way, without the need for disruptive face to face sessions.

Using workbooks linked to a choice of online or free-phone testing, staff, even those at small GP surgeries, went through the same training at a time that best suited each team.

The training now continues, with the latest workbooks, as part of Hounslow's standard induction programme for new staff. Specific staff are now also going through the Grass Roots comparable disability equality programme, Welcoming Disabled People.

Result

In its Department of Health 'Improving Working Lives' assessment, Hounslow was commended for "making Diversity training available throughout the organisation" and for "the impact it is having on staff and their practice".

Hounslow **NHS**
Primary Care Trust

