

BMI Healthcare WRES Report

Name of company	BMI Healthcare Ltd.	Main Address	BMI Healthcare House, 3 Paris Garden, London, SE1 8ND
BMI Healthcare Board Lead from WRES	Robin Copeland - National Director of People, Performance & Quality	Date completed/signed off by People, Performance & Quality Committee	30 March 2017
Coordinating Commissioner	Multiple, individual BMI Hospitals to send a copy of the report to each coordinating commissioner	Name of BMI Hospital	Multiple, individual BMI Hospitals to send a copy of the report to each coordinating commissioner

Background

a: Any issues with data

BMI Healthcare as the largest independent provider of health care services in the UK has both regional and site based corporate structures. This has led to challenges in merging data across the company, particularly with regard to the different systems the company uses in managing such a complex model.

Workforce Race Equality is a key area for development identified in our strategic priorities from 2015 – 2020. BMI Healthcare is keen to ensure we comply with, and use WRES as a tool to build better service provision that reflects the local communities that we serve. BMI Healthcare acknowledges there is a lot of action required to present a fuller picture of race equality in our company. However we have robust training and policy frameworks in place to comply with the Equality Act 2010.

BMI Healthcare is committed to creating a positive culture of respect for all individuals, including job applicants, employees, patients, their families and carers as well as community partners. To this end we put in place a national solution (BMiManage) to monitor and track all workforce related issues. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the protected characteristics of age, disability (including HIV status), gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic or national origins, colour or nationality and gypsies or travellers), religion or belief (including lack of belief), sex or sexual orientation.

We are very proud of our achievements to date – 98.8% of patients would recommend our service, and 98.4% of patients rated our quality of care as very good or excellent. Our hospitals reflect the local communities they serve.

As an independent provider of healthcare services certain elements of NHS England governance frameworks do not apply to us – for example, we are not required to complete the NHS Staff Survey therefore there are significant areas of WRES that do not apply to us. Given the importance of the subject matter, we are attempting to resolve this challenge in a pragmatic way in our WRES action plan.

b: Any issues relating to previous years. Work in progress to align the Independent Sector more closely to NHS England requirements and BMI is part of that pilot group.

Number of Staff

Employed	9072
Proportion of BME staff (self-defined)	15%

Self Reporting

Proportion of staff self-reporting ethnicity	92%
Any actions taken at site to improve self-reporting by ethnicity	<p>BMI Healthcare is proud that our staff feel they can self-report their ethnicity which is a non-mandatory requirement.</p> <p>BMI Healthcare has a strong policy framework that sets out Equality and Diversity requirements and how to challenge poor behaviour. All staff are locally trained to encourage a tolerant and accepting workforce, this is led from the front by a strong and committed leadership team.</p>

Workforce Data

What period does the workforce data relate to	BMI Healthcare Financial Year FY16
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Other Information

BMI Healthcare board representation	BMI Healthcare Ltd. is a private limited company, wholly owned by General Healthcare Group and therefore our board is represented by our shareholders
Any other factors we wish to take into consideration	As an independent sector provider understandably complying with certain requirements such as WRES raises significant challenges. We hope that we can work proactively with NHS England WRES experts and CQC to ensure we continue our excellent record
Link to BMI Healthcare corporate plan	To be inserted once ratified

	Indicator	Data for reporting year	Narrative – the implications of the data and any additional background explanatory narrative	Action taken and planned including e.g. a corporate Equality Objective
1	Percentage of BME staff in BMI salary bands M1-4 at BMI site	14%	Salary bands M1-4 relate to management positions in BMI corporate structure	Strategic Objective 3: strive to attract the best possible staff
2	Likelihood of BME staff being appointed at recruitment	Action to address data in WRES Action Plan	Data not readily available to BMI Healthcare	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 3a and 5a has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
3	Relative likelihood of BME staff entering the formal disciplinary process, compared to that of White staff entering the formal disciplinary process, as measured by entry into a formal disciplinary investigation	Action to address data in WRES Action Plan	BMiManage tracks all performance and capability issues centrally. However at this point in time we are unable to breakdown the relative ratios or the ethnicity of the staff	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 5b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
4	Relative likelihood for BME staff completing non-mandatory training compared to white staff	Action to address data in WRES Action Plan 92% of all staff completed mandatory training	Mandatory training has been a key requirement for BMI Healthcare employees at September 2016 more than 90% of all staff had completed the required mandatory training	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a and 5c has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
5	Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	White Action to address data in WRES Action Plan	Currently 1% of staff have experienced harassment, bullying or abuse from staff, patients, relatives or the public in last 12 months. We are unable to break down the data for BME staff currently	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
		BME Action to address data in WRES Action Plan		
6	Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	White Action to address data in WRES Action Plan	Currently 1% of staff have experienced harassment, bullying or abuse from staff, patients, relatives or the public in last 12 months. We are unable to break down the data for BME staff currently	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
		BME Action to address data in WRES Action Plan		
7	Percentage believing that BMI provides equal opportunities for career progression or promotion	White Action to address data in WRES Action Plan	NHS Staff Survey Question however replicated in our Staff Survey. Our staff survey does not differentiate between members of staff therefore we are unable to break down the data by ethnicity	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
		BME Action to address data in WRES Action Plan	50% of staff in last survey reported they felt they could develop their career in the way they desired at BMI Healthcare	
8	In the last 12 months have you personally experienced discrimination at work from any of the following? b) Manager/team leader or other colleagues	White Action to address data in WRES Action Plan	NHS Staff Survey Question replicated in our Staff Survey. Our staff survey does not differentiate between members of staff therefore we are unable to break down the data by ethnicity.	Strategic Objective 3: strive to attract the best possible staff Corporate WRES Plan action 1a & 1b has a clear action relating to the linking of our disciplinary management system to our ethnicity reporting
		BME Action to address data in WRES Action Plan	80% of staff in last survey reported they felt they could raise issues about their line manager without it negatively impacting on them	