

					
INPUTS	Leadership & Culture	Data & Population Health Management	Finance & Resources	Workforce	Community Involvement
ACTIONS	<p>Appoint a Health Equity Champion to drive action on reducing health inequalities and promote inclusive, culturally competent, and trauma-informed care.</p> <p>Promote a culture that enables trusted non-judgmental relationships between patients and health care professionals.</p> <p>Identify approaches to appointments which support continuity of care and access.</p>	<p>Audit and identify patients with missing key indicators for CHD and diabetes (e.g., HbA1c, blood pressure, cholesterol, smoking status, BMI).</p> <p>Strengthen vaccination programmes for the most vulnerable – including children in supported housing.</p> <p>Standardise and improve equality data recording.</p> <p>Disaggregate or audit by health inequality measures (e.g. minimum deprivation, ethnicity), to inform cluster discussions and to support targeted interventions.</p> <p>Use community knowledge to develop ideas of ‘missingness’ in data and patients.</p> <p>Focus quality improvement projects on the conditions which contribute most to health inequalities and in which there are evidence of impact.</p>	<p>Identify and pursue joint funding opportunities with local authorities, third sector partners, and communities.</p> <p>Coordinate funding across sectors to enhance resource impact.</p> <p>Ensure funding approaches are aligned with the Well-being of Future Generations (Wales) Act, enabling joint investment models that support long-term equity outcomes.</p>	<p>Protect learning time for inequalities training (including Teg I Bawb, Making Every Contact Count (MECC)) for all clinical and non-clinical staff.</p> <p>Require all new starters to complete training that can help reduce health inequalities, including Teg I Bawb and MECC.</p> <p>Continue to build staff awareness of trauma, trauma informed care and re-traumatisation.</p> <p>Collaborate with partners across the Cluster to identify opportunities for local recruitment and apprenticeships within Primary Care.</p> <p>Create an empowering environment where staff are supported to act on:</p> <ul style="list-style-type: none"> ensuring continuity of care when and where needed proactive follow up appointments made during patient contacts offering alternative mode and time of consultations and DNA follow up engaging with support workers and voluntary sector partners to identify and deploy workforce support where appropriate. 	<p>Establish ways to routinely incorporate patient feedback into day-to-day practice including from seldom heard voices.</p> <p>Develop and implement feedback mechanisms to capture patient experience related to access, discrimination, and unmet needs.</p> <p>Ensure multiple access routes to services, and varied modes of delivery, including in-person, phone, app, web and outreach.</p> <p>Co-develop services with local partners and patients to improve access to care.</p> <p>Where appropriate co-deliver outreach services such as mobile health clinics with local partners to improve access for vulnerable populations.</p> <p>Use Teg I Bawb resources to inform your practice policies relating to accessibility and inclusion.</p>