



# Identifying and addressing health inequalities

## Information

Consider that the UK reading age is 9 years. Does your information present clear and straightforward wording? If patients have specific information needs, how are these identified and met?



## Language & format

Do patients understand what is said or sent to them? How do they ask for help? Is information available in accessible formats, such as easy read? Does the person require an interpreter?



## Access

Consider cultural and physical barriers to access. Ensure services are available local to home and processes are in place to support people.



## Involvement

Seek feedback from patients and service users, ask for their views, and act on their replies. What do they like and what would they change? Are you engaging a diverse group of voices?



## Training

Have any training needs been identified to address health inequality? Is EDI training mandatory, and delivered by people who have lived experience?



## Imagery

Are different groups of people represented in the information that is given out/shared online? Is the information inclusive of, and relatable to, a diverse group of people?



## Networks

When identifying inequalities, seek advice and support from a range of local organisations and networks tailored to that inequality.



## Campaigns

Are you taking part in any campaigns? Local or national, targeted to tumour group or local population? Are you working locally or nationally to reach people?



## Community

Are you present and known in the community? Do you understand the fears and challenges faced by people in the local community? Are services promoted at a grassroots level?



## Workforce

Are you using navigator or support staff to reach out? To help people attend? To remove barriers?