



General Practice at the Deep End
Yorkshire and the Humber

FAIRSTEPS Study



**Framework addressing inequities in primary care using
stakeholder perspectives: a mixed method study**

**Ben Jackson, Steven Ariss, Chris Burton, Anna Cantrell, Mark Clowes, Jo Coster, Munira
Essat, Caroline Mitchell, Josie Reynolds, Tom Lawy.**

FAIRSTEPS EXPLAINED

Health problems are worse for people who are poor or who are from vulnerable groups, for example people living in disadvantaged areas, homeless people or refugees. We describe people who are disadvantaged because of their life, health and education chances as ‘under-served’.

Many of these unfair differences in health problems are due to social, political and economic factors as well as the local environment. However, we can make a difference by changing healthcare services to address the effect of these problems. We have carried out a study to create a set of actions for GP surgeries to take to help reduce unfair health differences between under-served groups and the rest of the population.

We searched through existing research and policy papers to find lots of examples of things GP surgeries have tried to help reduce unfair differences in health. Then we asked medical experts (GPs, nurses and others) to rank each of them on how useful they thought they were and how easy it would be for them to do in their own work.

We also involved members of the public who use NHS services. They looked at all the things that had been tried and gave their opinions on those they thought most likely to work and how they could be made better.

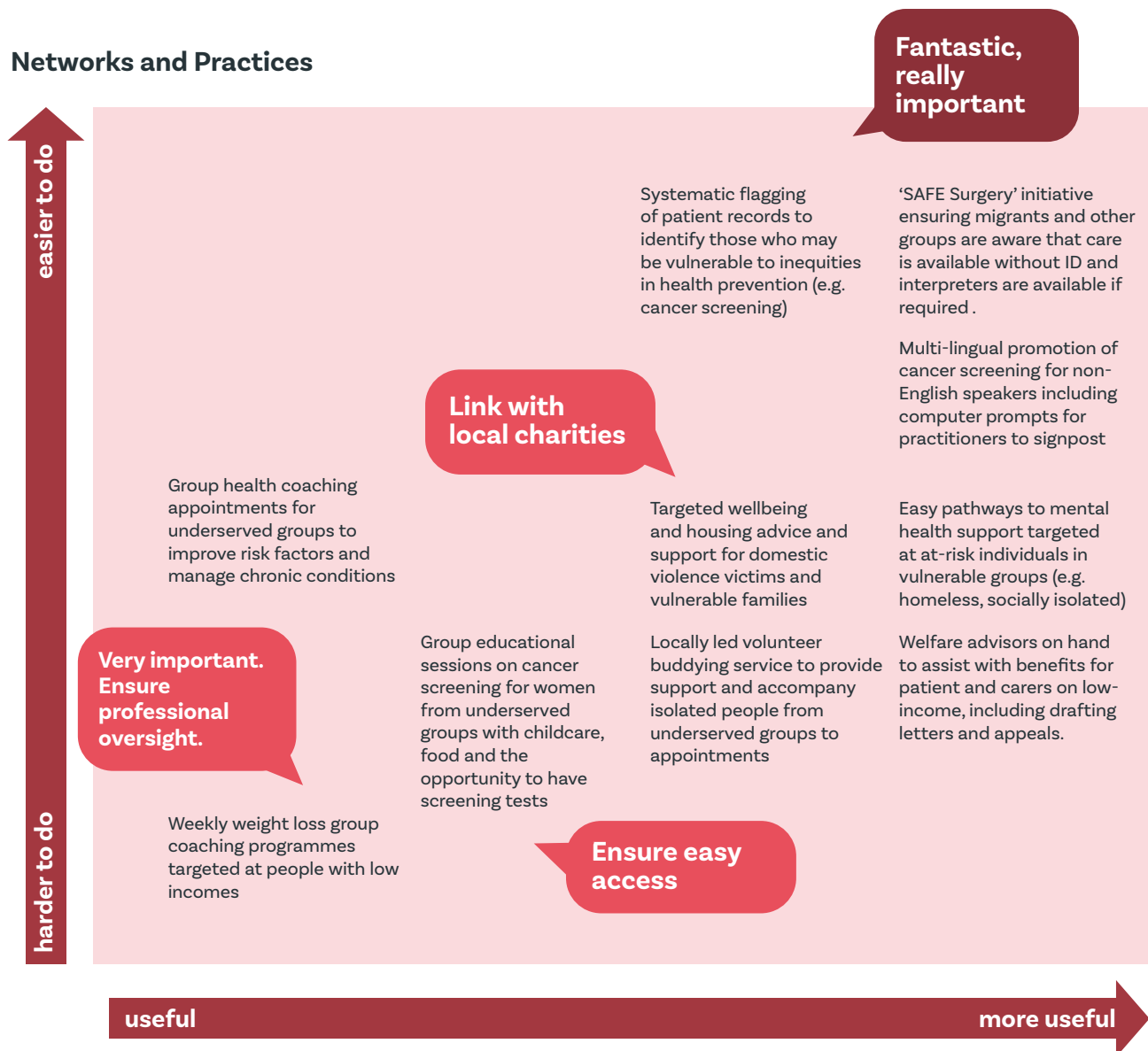
From this we created a list of recommended actions for the NHS.

We also looked at why health services don’t work for some people and what can be done to improve them. This work means we are able to recommend some key ingredients that should be included in any new actions that aim to reduce unfair health differences. This will help people who design new actions and make sure they are more likely to work.

We finally created a framework for setting up new ways to address unfair differences in healthcare services. This framework can be used by GP surgeries, people that plan how NHS services are run and people that organise how people that work in healthcare are trained. This is the FAIRSTEPS framework.

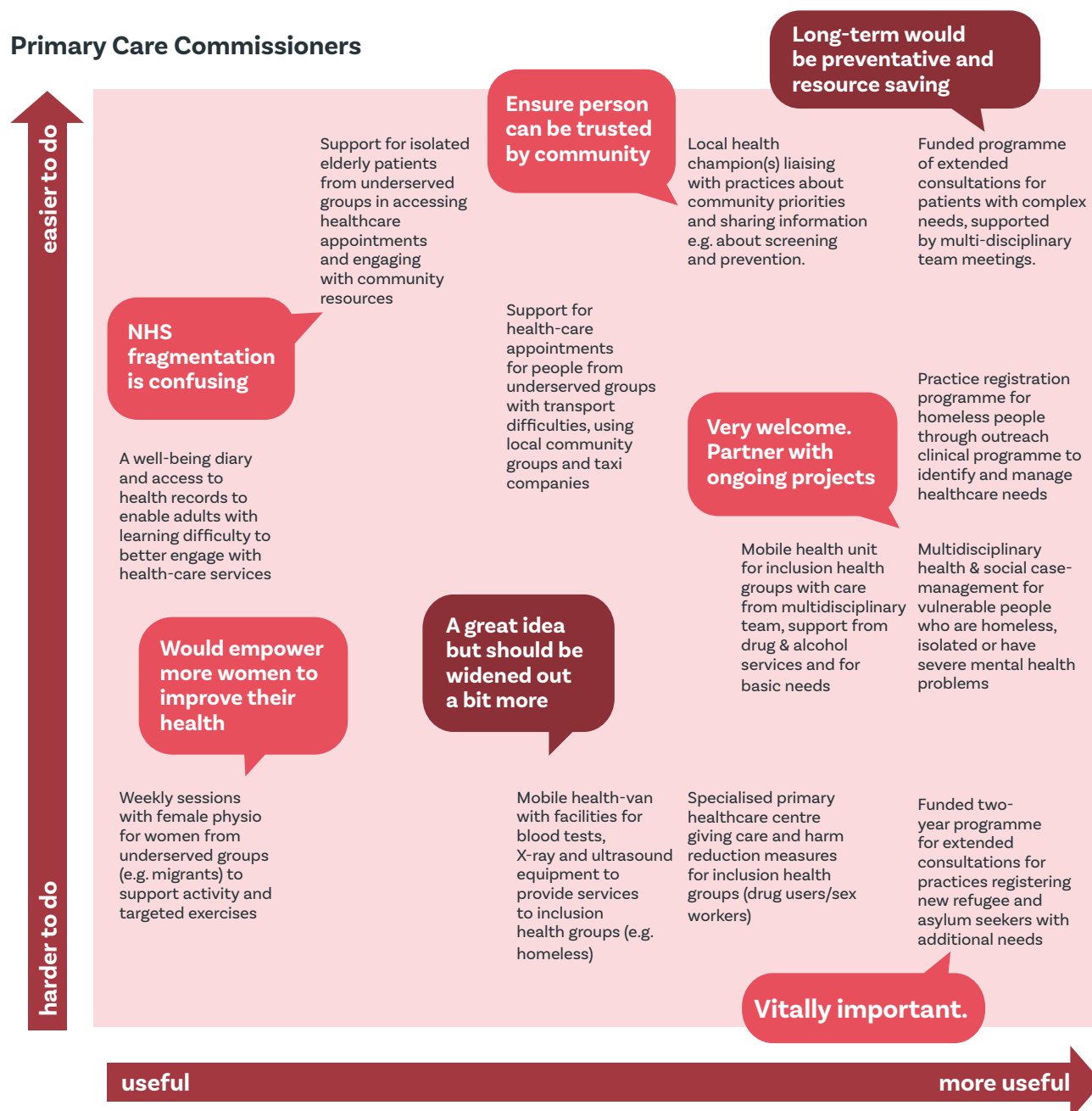
More information can be found here: [FAIRSTEPS](#)

Recommended actions



Examples of actions to address unfair health differences for providers of general practice and primary care. Speech bubbles are summaries of comments from members of the public.

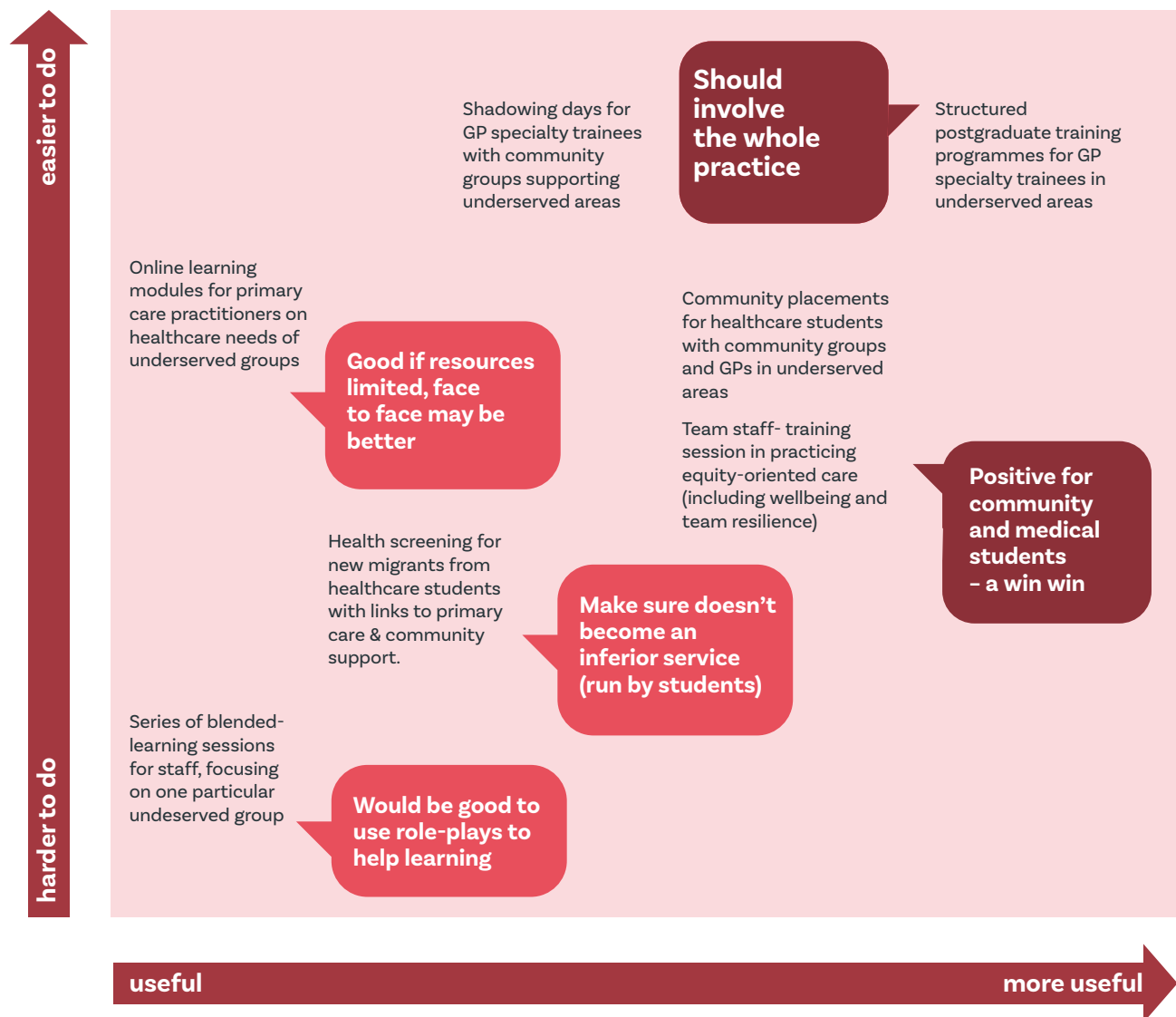
Recommended actions



Examples of actions to address unfair health differences for primary care commissioners. Speech bubbles are summaries of comments from members of the public.

Recommended actions

Education and Training Providers



Examples of actions to address unfair health differences for providers of education and training for healthcare practitioners. Speech bubbles are summaries of comments from members' of the public.

The FAIRSTEPS framework

FAIRSTEPS
STUDY