



NHS Trust Programme to Address Inequalities and Enhance Staff Experience

Fixing Systemic Issues
Around Inequality,
Staff Wellbeing, and
Consistency of Care with
Cultural Intelligence (CQ®)



CHALLENGE

Barts Health NHS Trust aimed to bridge the gap between cultural improvement efforts and everyday practice. Although the organisation had increased awareness of diversity and inclusion, these advances were not reflected in everyday practice in all clinical areas. The Trust faced the dual challenge of delivering high-quality care for all while addressing equality gaps among staff and service users. It also needed to maintain operational performance despite workforce shortages and heavy workloads, making sustainable, organisation-wide change especially challenging.

SOLUTIONS

Barts Health NHS Trust used Cultural Intelligence and our CQ assessments to deliver a flexible, consistent CQ programme focused on embedding inclusive leadership and behaviour change. Led by 22 trained facilitators, monthly CQ sessions were held at each hospital and integrated into the Nursing Preceptorship Programme.

1

DEFINING VALUES & DEFINITIONS

- Practical, behaviour change-focused content supporting delivery of the Trust WeBelong Strategy
- Defining culture, equity, diversity, and inclusion and understanding cultural value dimensions and privilege
- Analysis of Barts Health diversity data

2

INTEGRATION AND COLLABORATION WITH WEBELONG INCLUSION STRATEGIES

- Aligned with the WeBelong Inclusion Strategy through evaluation and feedback
- Embeds equity and inclusion into decision-making, leadership, and staff/patient experience

3

FLEXIBLE AND CONSISTENT SESSIONS

- Regular CQ training by 22 facilitators across all sites
- Flexible, on-demand sessions to meet operational needs
- Addresses specific team or cultural challenges when required

4

INTEGRATION WITH NURSING PROGRAMME

- CQ training included in the Nursing Preceptorship Programme
- Completion of the CQ Training Day required to pass

5

STRONG LEADERSHIP INVOLVEMENT

- Senior leaders actively support and monitor the programme
- Progress regularly reported to hospital boards and review forums

RESULTS

As of June 2026, 3,338 people have participated in CQ training at Barts Health. The programme has created a unified, practical framework for inclusion, improving awareness, leadership behaviours, and staff engagement while directly tackling staff inequalities and cultural differences.

93%

93% of participants **would recommend CQ to a friend.**

88.8%

88.8% of participants believed **they would use CQ** in their substantive roles.

81.4%

81.4% of participants **felt confident in applying CQ.**

The CQ programme at Barts Health NHS Trust has contributed to measurable improvements in staff awareness, inclusive behaviours, and leadership, fostering a more equitable, compassionate workplace. Strong alignment with organisational strategy and ongoing leadership support position the programme to drive lasting cultural change and long-term benefits for staff, patients, and the local community.

ABOUT THE CULTURAL INTELLIGENCE CENTRE

The Cultural Intelligence Centre is an innovative, research-based training and consulting firm that draws upon empirical findings to help organisations and individuals around the world assess and improve Cultural Intelligence (CQ®)—the ability to work effectively with people with different nationalities, ethnicities, age groups, and more. We provide you with innovative solutions that improve multicultural performance based on rigorous academic research. Visit culturalQ.co.uk to learn more.

CONTACT US

With experts around the world, we have teams of professionals ready to help you develop creative solutions and/or deliver training and consulting services wherever you need them.



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