

NHS Greater Glasgow and Clyde  
Equality Impact Assessment Tool For Frontline Patient Services

It is essential to follow the EQIA Guidance in completing this form

**Name of Current Service/Service Development/Service Redesign:**

General Anaesthetics: Adults and Elderly Patients with Special Needs. (Oral Health)

Please tick box to indicate if this is a :  
Redesign                       Current Service                       Service Development                       Service

**Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).**

The Service provides comprehensive dental care for adult and elderly patients with special needs under general anaesthetic. This service is provided by the Oral Health Directorate, Community Dental Services, in two hospitals (Stobhill Hospital and Royal Alexandra Hospital, Paisley).

**Who is the lead reviewer and where based?**

Tracey Welbury, Senior Dental Officer, Easterhouse Health Centre

**Please list the staff groupings of all those involved in carrying out this EQIA  
(when non-NHS staff are involved please record their organisation or reason for inclusion):**

Dental Nurse; Senior Dental Nurse; Operational Services Manager; Clinical Services Manager; Senior Dental Officer; Equality & Diversity Development Lead; Equality and Diversity Assistant.

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<b>Gender</b>	<p>Gender is recorded on R4 (patient information system).            If requested and where possible the service would try to offer same sex health professional.            Some staff have accessed Equality and Diversity Training.            There are single rooms available at Royal Alexandra Hospital.            Carers or their advocates can stay with the patient at all times.            Complaints poster is displayed in waiting areas.            Staff promote local resolution of complaints.            Staff are aware of Gender Based Violence Policy            Rooms can be made available for women to breastfeed.            Staff can provide information about Advocacy Services.</p>	<p>Gender is not routinely collated and analysed but could be upon request.            Dental nurses are predominately female.            Mixed waiting rooms.            At Stobhill hospital the patients attend the day surgery unit and are allocated beds according to need.</p>
<b>Ethnicity</b>	<p>Can access interpreters.            Some staff have accessed Equality and Diversity Training.            Carers or their advocates can stay with the patient at all times.            Complaints poster is displayed in waiting areas.            Staff promote local resolution of complaints.            Can provide information about Advocacy Services.            Do not have translated information but this could be obtained upon request.</p>	<p>The service is awaiting the updated Interpreting Policy and Procedure (including the updated posters and language cards).            If a patient prefers to use a family member this should be recorded in the case notes.            Ethnicity is not recorded but new patient information system will have categories for ethnicity.</p>
<b>Disability</b>	<p>The service is specifically aimed at people with learning disabilities and elderly patients.            Some staff have accessed Equality and Diversity Training.            Can access a sign language interpreter.            Some staff have completed British Sign Language courses.</p>	<p>Not aware of NHS Greater Glasgow and Clyde's Communication and Support Language Plan.             The Service does not have textphones but are</p>

<p><b>Disability (continued)</b></p>	<p>Can access patient information in other formats upon request.  Can accommodate guide dogs.  Can offer flexible appointment times to suit the patient within limits.  Can offer longer appointment times at the clinics.  There are induction loops available.  Hoists are available.  Cares or their advocates can stay with the patient at all times, before and after the procedure.  Complaint poster is displayed in waiting areas.  Staff promote local resolution of complaints.  Can provide visual aids to explain treatment.  Staff use the symbol (S) in the patient information system to identify if the person has additional needs.  Disabled toilets are available.  Lifts are available  There are automatic doors to access the buildings.  Staff are trained in fire evacuation; there are designated areas for people in wheelchairs and there is a fire chair.  Can provide information about Advocacy Services.  Signage is compliant with the Disability Discrimination Act.</p>	<p>aware of Type talk Services.</p> <p>Some of the waiting areas do not have a selection of different types of chairs.</p>
<p><b>Sexual Orientation</b></p>	<p>Some staff have accessed Equality and Diversity Training.  The Service would take cognisance of the Civil Partnership Act.  Carers or their advocates can stay with the patient at all times.  Complaint poster is displayed in waiting areas.  Staff promote local resolution of complaints.  Can provide information about Advocacy Services.</p>	<p>Sexual orientation is not recorded.</p>

<p><b>Religion and belief</b></p>	<p>Are aware of the Religions and Cultures Manual.  Some staff have accessed Equality and Diversity Training.  A room can be made available for prayer upon request.  Can be flexible to accommodate religious festivals.  Staff are aware of the dietary requirements of different religious groups (i.e. mouthwashes with alcohol, toothpaste with gelatine etc).  Cares or their advocates can stay with the patient at all times.  Complaint poster is displayed in waiting areas.  Staff promote local resolution of complaints.  Can provide information about Advocacy Services.</p>	<p>Awaiting copies of Religions and Cultures Manual.  Religion and/or belief is not currently recorded.  Staff have not access cultural training but would like more information.</p>
<p><b>Age (Children/Young People/Older People)</b></p>	<p>Some staff have accessed Equality and Diversity Training.  Date of birth is recorded  The service is for people with learning disabilities aged 14 and over.  Can offer flexible appointment times, within limits.  Cares or their advocates can stay with the patient at all times.  Complaint poster is displayed in waiting areas.  Staff promote local resolution of complaints.  Baby changing facilities are available.  Can provide information about Advocacy Services.</p>	
<p><b>Social Class/ Socio-Economic Status</b></p>	<p>Can signpost patients to other agencies for benefits advice.  Travelling expenses can be reclaimed at the hospital on the day.  Treatment is free for people with learning disabilities.</p>	<p>It is not NHSGGC policy to provide reimbursement of travelling expenses to and from Health Centres.</p>

<b>Additional marginalisation</b>	The service can provide dietary advice for patients who are obese. There is a service available for people who are homeless.	
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<b>Actions</b>	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b>		
<p><b>Specific Actions</b></p> <p>Ensure that when the new patient information system is introduced, the ethnic categories are linked to the census categories.</p> <p>If a patient requests a family member to interpret for them, staff should ensure this is recorded in the case notes.</p> <p>Ensure staff are aware of available Equality and Diversity Training courses (e.g. British Sign Language Courses).</p> <p>Circulate the Equalities website for information.</p> <p>Obtain copies of the Religions and Cultures Manual for circulation.</p> <p>Obtain copy of the Communication Support and Language Plan for circulation.</p> <p>Investigate the possibility of reviewing current reimbursement of travelling expenses at health centres.</p> <p>Distribute copies of the updated Interpreting Policy and Procedure once it has been finalised by NHS Greater Glasgow and Clyde.</p> <p>Review the mixed sex accommodation provision at Stobhill Hospital.</p> <p>Review patient information.</p>	All September 2009	All T Welbury & M Buchanan

**Ongoing 6 Monthly Review**      **Please write your 6 monthly EQIA review date:**

September 2009

**Lead Reviewer:**      **Name:**  
**Sign Off:**            **Job Title**  
                              **Signature**  
                              **Date:**

Please email copy of the completed EQIA form to [irene.mackenzie@ggc.scot.nhs.uk](mailto:irene.mackenzie@ggc.scot.nhs.uk)

**Irene Mackenzie, Corporate Information and Development Manager, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.**