

**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:

Cardiac Services, Yorkhill Hospital, Women and Children's Directorate.

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

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

Cardiac Services provides a wide range of services for children from before birth until they are fit and well. These are provided by the following:

- 12 designated cardiac beds in Ward 5A (24 bed area that includes long term ventilated beds)
- 3 cots in Neonatal Intensive Care Unit (NICU).
- Minimum of 2 beds in Paediatric Intensive Care Unit (PICU). Children who have cardiac surgery will go from short to long term stay.
- Cardiac Catherisation Laboratory
- Physiology Suite –
- Outreach Clinics for Cardiology – approx 23 all over Scotland.
- Neonatal Cardiac Stroke Fetal Medicine

Who is the lead reviewer and where based?

Coral Brady, Interim Clinical Services Manager, Yorkhill Hospital

**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):**

Staff Nurse, Catheter Laboratory; Cardiac Physiologist; Interim Clinical Service Manager; Data Manager; Cardiac Liaison Sister; Ward Manager; Secretary; Consultant x 2; Lead Nurse, Cardiac Services; Staff Nurse, Paediatric Intensive Care Unit; representative from Scottish Association of Cardiac Heart Problems; Quality Co-ordinator; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • There is an on-going Equality and Diversity Training programme. (Staff who are on interview panels must access this training before recruiting staff). • Staff can simplify terms and can draw diagrams to assist patient's, and families understanding. • Where possible staff will try to accommodate parents who want to stay with their child. Ronald MacDonald House provides free accommodation for the families of long term critically ill patients at the Royal Hospital for Sick Children. (However, demand for this service exceeds supply). • Outwith term time, university flats can be used to accommodate parents. • There is open visiting for the patient's parents. • There is a Family Information Service located in the main entrance of the hospital, which families can access. 	<ul style="list-style-type: none"> • Staff highlighted that the on-line equality and diversity training programme was difficult to pass. • There can be difficulties in finding the different departments i.e. signposting poor. • One of the issues raised was the cancellation of operations (i.e. if another emergency comes up), at short notice and the need to clearly explain the reason for this. • One of the issues raised was that there was no room allocated to meet distressed parents who might not want to come back to the ward if they have to collect anything.
Gender	<ul style="list-style-type: none"> • Gender is recorded in the patient information database. and as part of Heart Suite (a database used throughout the UK designed specifically for Cardiac Services which is used for clinical audit, research and waiting times). • When possible staff would try to accommodate request for same sex health professionals. Chaperoning is also available. • The outpatient areas have individual rooms, which all have curtains to maintain privacy. • No issues were identified for transgender parents or relatives. 	<ul style="list-style-type: none"> • No negative impact identified.
Ethnicity	<ul style="list-style-type: none"> • Staff are aware of how to access foreign language interpreters and have access to the interpreting resources. • Some analysis has taken place regarding language 	<ul style="list-style-type: none"> • Ethnicity data is not always recorded or analysed. • Yorkhill's patient information booklet is not available in other languages. (This booklet

	<p>requirements at Yorkhill Hospital. (For the site rather than service based).</p> <ul style="list-style-type: none"> • The Children's Heart Book is available in other languages • Staff are aware of cultural issues e.g. some cultures may not question the doctor but will be accepting. • Interpreters are booked for families who are asylum seekers. There can be instances of the family failing to attend appointments. This impacts on the service provided as families are not realising that the child needs to be treated as soon as possible. 	<p>does say if you want the information in another language to speak to a member of staff).</p> <ul style="list-style-type: none"> • There can be issues communicating with patient's families over the telephone if English is not their first language.
Disability	<ul style="list-style-type: none"> • There are disabled parking spaces available. • There are drop off zones available. • Staff are aware of how to access British Sign Language interpreters. • Staff are aware of Text Relay (a service which can be used to communicate with people who are deaf). • For patients or parents with learning disabilities, staff would discuss with their carers and, or advocates about the best way to communicate. • If a patient had a disability, then this would be documented in the case notes. 	<ul style="list-style-type: none"> • Staff were unsure of where the accessible toilets were located. • The chairs in the waiting areas are a standard size and are compliant with infection control. • Patient information is not available in other formats. However, staff can signpost to appropriate organisations, websites.
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the Civil Partnership Act and the implications for consent. • Staff are aware of the importance of using appropriate terminology. • To date, no homophobic behaviours have been encountered. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • The Service can contact the Chaplaincy Team for advice as and when required. The services that the Chaplaincy Team provide are advertised throughout the hospital. • A Multi-Faith Room is available for patients and their 	<ul style="list-style-type: none"> • No negative impact identified.

	<p>families to use.</p> <ul style="list-style-type: none"> • Halal and kosher meals are available for in-patients upon request. 	
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Age is recorded in the Patient Information Database (HIS) and Heart Suite (a database used throughout the UK designed specifically for Cardiac Services which is used for clinical audit, research and waiting times). All staff have accessed Child Protection Training. • Baby changing facilities are available. • There are breastfeeding facilities available. • There are some teachers available depending on the patient's local authority. For other patients, their local authority provides teachers directly. This service is managed directly by the Education Service rather than the NHS. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Patients who meet the criteria can reclaim their travelling expenses at the cash office. • The service can signpost patient's families to Social Work Department. • Outreach clinics throughout Scotland reduce the amount of time and expense involved for families. However, specialised tests or in-patient services require travel to Glasgow. 	<ul style="list-style-type: none"> • Examples were given of when patient's families couldn't access the cash office out of hours. Petty cash is available out of hours, although this is a limited amount. • There were issues of families turning up for appointments and not having any money to return home.
Additional marginalisation	<ul style="list-style-type: none"> • The service can accommodate the parents of patients who are on remand and there is a policy in place to deal with this situation. 	

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions <ul style="list-style-type: none"> • Ensure staff continue to access equality and diversity training. • Highlight the issues with the on-line equality and diversity training programme with Learning and Education. • Investigate the possibility of capturing equality and diversity data. 	Ongoing 30/09/10 30/09/10	CB CB CB / LL
Specific Actions <ul style="list-style-type: none"> • Review signposting within Cardiac Services. • Ensure patients and their families are warned that operations may be cancelled at short notice. Clearly explain the reasons why the operation has been cancelled. • With regards to the New Children's Hospital, ensure there is a meeting area incorporated into the plans. • Investigate the possibility of accessing telephone interpreting. • Review the availability of patient information in other languages and formats. • Check were accessible toilets are located. • Review appointment letters and other correspondence to make sure that it highlights it is the parents responsibility to get to the hospital and home again. 	30/09/10 30/09/10 30/09/10 30/09/10 31/12/10 Complete 30/09/10	CB / FMcG CB / Nurse Liaison CB / KMcA / TR Nurse Liaison KM LL

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

6 monthly review due in November 2010

Lead Reviewer: **Name:** **Coral Brady**
Sign Off: **Job Title:** **Paediatric Cardiac Services Manager**
 Signature **Signed on Original**
 Date: **7th February 2011**

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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