

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:

Cleft Lip and Palate Service, Glasgow Dental Hospital, Oral Health 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).

The Cleft Lip and Palate Service is a West of Scotland service covering from Dumfries and Galloway up to Inverness and the Highlands including the Outer Islands. The service holds clinics at the Dental Hospital, Southern General Hospital Neurological Unit and Yorkhill Children's Hospital. Children can be seen from 3-4 days old up to adulthood. Throughout this time each patient can attend in excess of 100 visits for treatment. The service has on average up to 70 new cleft referrals yearly.

Who is the lead reviewer and where based?

Toby Gillgrass, Oral Orthopaedics Consultant, Glasgow Dental 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):

Dental Nurse Team Leader; Dental Nurse; Dental Nurse Manager; Medical Secretary; Oral Orthopaedics Consultant; Equality and Diversity Advisor; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • Where possible the service would try to accommodate the request for same gender health professionals. • Gender is recorded in the 'Clefsis' patient information database. • Transgender patients have accessed the service and no issues were identified. Patients' needs are met on an individual basis. • Staff are aware of the Gender Based Violence Policy which can be accessed through the intranet. • Some staff have accessed Equality and Diversity Training. • No complaints have been received regarding gender issues. • Patients' appointment requests accommodated when possible 	<ul style="list-style-type: none"> • There were some concerns raised about the confidentiality as the two consulting rooms at the Dental Hospital which are separated by a partitioned wall. • Not all staff have accessed equality and diversity training. • There were some concerns raised about privacy as there are no 'do not enter' signs available. • Patients have informally complained that it is difficult to change appointment dates as there is no receptionist for the Cleft Lip and Palate Service. Currently the Consultant and the Nurse arrange the appointments in addition to their current work.
Ethnicity	<ul style="list-style-type: none"> • Ethnicity is recorded in the 'Clefsis' patient information database. • Staff are aware how to book an interpreter for patients/parents/carers whose first language is not English. • Staff can book same gender interpreters for patients if required. • The Patient Focus Public Involvement Group are currently reviewing/auditing current patient information leaflets. • No complaints have been received regarding ethnicity. • The Service is looking at purchasing 'cultural' toys for 	<ul style="list-style-type: none"> • Not all staff have accessed equality and diversity training. • There is lack of translated patient information but this currently being reviewed. • Patients have informally complained that it is difficult to change appointment dates as there

	<p>the waiting room. (For example, dolls from different ethnic minority groups).</p> <ul style="list-style-type: none"> • Some Staff have accessed Equality and Diversity Training. 	<p>is no receptionist for the Cleft Lip and Palate Service. Currently the Consultant and the Nurse arrange the appointments in addition to their current work.</p>
Disability	<ul style="list-style-type: none"> • This is recorded in the 'Cleftsis' patient information database. • If the patient has a disability then this is recorded in the case notes. • The entrance doors are automatic. • There are disabled toilets. • There is a lift available. • The lift buttons for each floor are also in Braille. • There are hoists available if required. • Patients can be treated in their wheelchairs if they prefer this. • The Patient Focus Public Involvement Group are currently reviewing/auditing current patient information leaflets. • Staff are aware how to book a sign language interpreter. • Some of the staff have accessed British Sign Language courses. • Some staff have accessed Equality and Diversity Training. • Guide dogs are welcome. • Visual aids are available to demonstrate the anatomy and treatment of issues relating to cleft lip and palate 	<ul style="list-style-type: none"> • Not all staff have accessed equality and diversity training. • Some of the doors in the clinic are push doors/swing doors which can pose problems for people with disabilities. • There is a lack of signage to direct patients to the clinic. • Patient information is not available in other formats. • The service does not have a loop system for patients who are deaf or hard of hearing. • The waiting room does not have a variety of chairs i.e. all chairs same style, none of different heights or mixture of with or without arms • Patients have informally complained that it is difficult to change appointment dates as there is no receptionist for the Cleft Lip and Palate Service. Currently the Consultant and the Nurse arrange the appointments in addition to their current work.
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of appropriate terminology (For example, partner rather than husband/wife). • Some staff have accessed Equality and Diversity Training. 	<ul style="list-style-type: none"> • Not all staff have accessed equality and diversity training.

<p>Religion and belief</p>	<ul style="list-style-type: none"> • Religion and belief is recorded. • A room can be made available for people who wish to pray. • Staff are aware of religious requirements (For example, issues relating to Ramadan). • Some staff have accessed Equality and Diversity Training. 	<ul style="list-style-type: none"> • The service does not have access to a Religions and Cultures Manual. • Patients have informally complained that it is difficult to change appointment dates as there is no receptionist for the Cleft Lip and Palate Service. Currently the Consultant and the Nurse arrange the appointments in addition to their current work.
<p>Age (Children/Young People/Older People)</p>	<ul style="list-style-type: none"> • The service caters for patient from birth to adulthood. • Age is recorded in the patient information system. • The service has age appropriate patient information. • Baby changing facilities available. • There are toys available in the waiting area. • Staff have accessed Child Protection Training. • There is a proposal for a designated breast feeding room. • The Service is looking at purchasing ‘cultural’ toys for the waiting room. (For example, dolls from different ethnic minority groups). • The service has close links with Yorkhill Hospital and can contact them for advice when required. • There is information available about the Cleft Lip and Palate Association (CLAPA) in the waiting area. The Cleft Lip and Palate Association arrange social events (for example, Christmas parties) to allow children to socialise and interact with other children. The staff from the service also attends and support these events. 	<ul style="list-style-type: none"> • Not all staff have accessed equality and diversity training. • Patients have informally complained that it is difficult to change appointment dates as there is no receptionist for the Cleft Lip and Palate Service. Currently the Consultant and the Nurse arrange the appointments in addition to their current work.
<p>Social Class/Socio-Economic Status</p>	<ul style="list-style-type: none"> • Travelling expenses can be reimbursed on the day of the appointment. • Patients can be referred to different support services if required. 	<ul style="list-style-type: none"> • No negative impact identified.

Additional marginalisation	<ul style="list-style-type: none"> The Dental Hospital are developing a protocol in partnership with the Scottish Prison Service for patients who are in the criminal justice system. Staff are aware of the Alcohol and Drug Policy. There is a specific policy for adolescents who attend their appointment under the influence of alcohol. 	<ul style="list-style-type: none"> No negative impact identified.
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Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions <ul style="list-style-type: none"> Prepare a business case for having a dedicated receptionist for the Cleft Lip and Palate Service. Review the availability of patient information in other languages and format. Review signage to the Cleft Lip and Palate Service. Explore the possibility of a designated receptionist for the cleft lip and palate service. 	Completed 6/12 6/12 Ongoing	TG/CM F Mck AD/F Mck TG/CM
Specific Actions <ul style="list-style-type: none"> Obtain a copy of a Religions and Cultures Manual. Staff to update their Equality and Diversity Training. Investigate the possibility of purchasing 'cultural toys'. Consider purchasing a portable loop system for patients who are hard of hearing or are deaf. Consider purchasing a variety of chairs for the waiting room even as part of replacement programme. If any refurbishment is planned consider replacing the swing/push doors. Obtain additional 'do not enter' signs. 	Completed 1 year (Online) 6/12 1yr 1yr 3/12 1yr	AD All F Mck CM/TG CM/TG CM CM/TG F Mck

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

1st December 2009

Lead Reviewer: Name: Toby Gillgrass

Sign Off:

Job Title Consultant Orthodontist

Signature

A handwritten signature in black ink, appearing to read 'Irene Mackenzie', written over a light blue rectangular background.

Date: 06/0/09

Please email copy of the completed EQIA form to 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.