

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:

The Ferguson-Smith Centre for Clinical Genetics, Yorkhill Hospital, Diagnostics 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 staff of the Ferguson-Smith Centre for Clinical Genetics see increasing numbers of patients and their families every year for genetic counselling at general genetics clinics, cancer genetic clinics and other specialist genetic clinics. These clinics are held within the Centre itself, at other Glasgow hospitals and at a number of community locations throughout the West of Scotland, including Kilmarnock, Wishaw, Cumbernauld, Greenock, Paisley, Falkirk, Stirling and Dumfries.

A wide variety of individuals are seen at the clinics. These include

- Children or adults with delayed development or learning difficulties
- Individuals with a known genetic condition inherited in their family eg. Cystic fibrosis, muscular dystrophy, Huntington disease, Chromosome abnormality

This is a regional service which covers 5 different Health Boards.

Who is the lead reviewer and where based?

Margaretha Van Mourik, Consultant Genetic Counsellor in Community Genetics, The Ferguson-Smith Centre for Clinical Genetics, 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):**

Consultant Clinical Geneticist; Clinical Administrator; Administration Manager; Clinical Geneticist Specialist Registrar; 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"> • Gender is recorded in the case notes. • The Clinics can offer the choice of a same sex health professional if requested. • There are engaged signs on the doors of the consulting rooms to protect the individual's privacy. • Flexible appointment times can be offered if required. • Some staff have attended Equality and Diversity Training. 	<ul style="list-style-type: none"> • All staff have accessed Equality and Diversity Training. • Analysis of data.
Ethnicity	<ul style="list-style-type: none"> • Ethnicity is recorded in the case notes. • Staff have experience working with patients and families from Black and Minority Ethnic Communities. • Flexible appointment times can be offered if required Some staff have attended Equality and Diversity Training. • Staff are aware of NHS Greater Glasgow and Clyde's Interpreting Procedures. 	<ul style="list-style-type: none"> • On some occasions individuals prefer to use their own family or friends as an interpreter. However, this is documented in the case notes. • Not all staff have accessed Equality and Diversity Training. • Analysis of data

	<ul style="list-style-type: none"> • Staff are aware of how to obtain translated information and have done so in the past. • Some Patient Information sheets are available in other languages. 	
<p>Disability</p>	<ul style="list-style-type: none"> • The building has a lift which has Braille buttons and an automated voice announcement. • There are disabled toilets on each floor of the building. • The building is wheelchair accessible. • Patient information is available in other formats. • There are two disabled parking spaces outside the building. • Disability is recorded in the case notes. • Staff are aware of how to book a sign language interpreter and deaf blind communicators. • Assistance dogs are welcome. • Patients are escorted to the consulting rooms. • Staff can signpost patients to other relevant organisations or charities if required. • Flexible appointment times can be offered if required. • In some instances a home visit can be arranged. • A mixture of chairs are available in the waiting room. 	<ul style="list-style-type: none"> • On some occasions individuals prefer to use their own family or friends as an interpreter. However, this is documented in the case notes. • The clinic does now have an induction loops for the hard of hearing or deaf people. • Although there are two disabled car parking spaces outside the building there have been some complaints about the lack of disabled car parking. • All staff have accessed Equality and Diversity Training.

	<ul style="list-style-type: none"> • Some staff have accessed equality and diversity training. • A wheelchair is kept in the building for emergency use. 	
Sexual Orientation	<ul style="list-style-type: none"> • This is recorded if the patient volunteers this information. • Staff are aware of the importance of using the correct terminology e.g. partner. • Some staff have accessed equality and diversity training. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • Staff are aware of the Religions and Cultures Manual. • Flexible appointment times can be offered to accommodate religious festivals. • Some staff have accessed equality and diversity training. • A quiet room can be made available for prayer if requested. 	<ul style="list-style-type: none"> • All staff have accessed Equality and Diversity Training. • Staff were aware of the Religions and Cultures Manual and know that a copy of the manual is kept in our library
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Baby changing facilities are available. • Clinical staff have accessed Child Protection Training. • Flexible appointment times can be offered if required. • The waiting area has a play area. • All the consulting rooms have toys. • Staff use appropriate language for children 	<ul style="list-style-type: none"> • All staff have accessed Equality and Diversity Training.

	<p>and young people.</p> <ul style="list-style-type: none"> • Teenagers can choose to be seen by a same sex health professional. • A room can be made available for breastfeeding. • The building is 'buggy' accessible. • Some staff have attended Equality and Diversity Training. 	
<p>Social Class/Socio-Economic Status</p>	<ul style="list-style-type: none"> • Travelling expenses can be reimbursed at the cashier's office. • There are a number of clinics held in the local communities to encourage people on low incomes to attend. • Staff can signpost patients to other agencies for advice or support. • Flexible appointment times can be offered if required. • 	<ul style="list-style-type: none"> • No negative impact identified.

Additional marginalisation	<ul style="list-style-type: none"> • The clinics can accommodate prisoners. • On occasions staff have seen patients within the prison. • For patients with alcohol or drug problems the staff can signpost them to other agencies for advice and support. • Flexible appointment times can be offered if required. 	<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"> • Consider sending all staff on Equality and Diversity Training. 	Dec 2010	MVM
Specific Actions <ul style="list-style-type: none"> • When a patient prefers to use a family member or friend as an interpreter ensure that this is recorded in the case notes. • Investigate the possibility of purchasing an induction loop for the clinics. • Circulate NHS Education for Scotland 'A Multi-Faith Resource for Healthcare Staff'. • Review with the facilities department the number of disabled car parking spaces available. 	Agreed 11/2/10 Agreed 11/2/10 Completed 10/10/2010 Still under	MVM MVM MVM MVM

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

June 2011

Lead Reviewer: **Name:** Margaretha Van Mourik
Sign Off: **Job Title:** Consultant Genetic Counsellor in Community Genetics.
 Signature :
 Date: 11.2.10

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.