

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:

**Adult Cystic Fibrosis Service Out Patients and Ward 6C& 7C Gartnavel General Hospital**

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).

Cystic Fibrosis is a Multi-system disease and requires life long care by this specialist service. The service offers a multidisciplinary approach to patient care. There is no waiting list for this service as patients are seen as required. This West of Scotland service is based in Gartnavel General and offers care to patients who suffer from Cystic Fibrosis from 14 years and over and works closely with Yorkhill Hospital. This is predominantly an Outpatient service. Inpatients will be accommodated in a ward with other specialities.

Who is the lead reviewer and where based?

Mary McKenzie, Clinical Services Manager (Special Medicines), Emergency Care & Medical Services Directorate, Gartnavel General 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):

Clinical Nurse Specialist (1); Consultant (1); Specialist Dietician (1); Ward Manager (1); Patient Representative (1); Clinical Services Manager (1); Specialist Clinical Pharmacist (1); Specialist Physiotherapist (1); Inequalities Facilitator (1); Equality and Diversity Adviser(1).

## Impact Assessment – Equality Categories

| Equality Category | Existing Good Practice  | Remaining Negative Impact   |
|-------------------|---|---|
| <b>Gender</b>     | <ul style="list-style-type: none"> <li>• Gender data is recorded.</li> <li>• The service provides care to both males and females.</li> <li>• If there are any specific requests for same gender practitioners, staff will always try to accommodate the patients request when possible.</li> <li>• Good rapport between staff and patients encourages the discussion of any gender identity issue.</li> <li>• Members of Staff try to ensure the dignity of patients by making sure gowns are appropriately fitting. They are available in a range of sizes. Patients are encouraged to change into their own gowns/pyjamas as soon as possible. Paper pyjamas are also available for patients if required.</li> <li>• Spaces for private consultation/discussion are available within the ward areas.</li> <li>• Procedures such as physiotherapy can be carried out in side rooms if the patients prefer to have this procedure away from other patients in the ward.</li> <li>• Transgender patients are allocated single rooms. Patients are always asked how they wish to be addressed.</li> <li>• Staff are aware of the Transgender Policy.</li> <li>• Staff would be able to signpost patients /carers to other external organisations and support services for information if required in relation to their gender identity.</li> <li>• Members of staff have attended Equality and Diversity Training.</li> <li>• Limited number of staff would be able to address issues relating to Gender Based Violence.</li> </ul> | <ul style="list-style-type: none"> <li>• Data is not analysed on a regular basis.</li> <br/> <li>• All staff are not aware of the Gender Based Violence Policy</li> </ul> |
| <b>Ethnicity</b>  | <ul style="list-style-type: none"> <li>• Ethnicity data is recorded and collated.</li> <li>• Patients from a range of different ethnic backgrounds have used the service. Care is offered on an individual bases to meet particular needs.</li> </ul>   | <ul style="list-style-type: none"> <li>• Data is not analysed on a regular basis.</li> </ul>  |

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|                          | <ul style="list-style-type: none"> <li>• People from the travelling communities have used the service. However, there have been no Asylum Seekers or Refugee patients who have accessed the service to date.</li> <li>• A range of appointments and flexibility can be offered to accommodate any cultural needs.</li> <li>• Staff are aware of how to book interpreters through the Glasgow Translation Interpreting service. Staff are also aware of the NHS Greater Glasgow and Clyde Interpreting policy.</li> <li>• Information regarding respiratory illnesses is available in other languages (Urdu, Mandarin, Arabic, Hindi and French).</li> <li>• Staff are aware of the different dietary requirements of their patients. Diet sheets are available in a range of different languages.</li> <li>• Limited number of staff is aware of the Religions and Cultures manual. There is a copy of the old manual in the ward area.</li> </ul>   | <ul style="list-style-type: none"> <li>• At present, information about Cystic Fibrosis is only available in English (Butterfly Trust).</li> <li>• Requirement for the new poster for interpretation services protocol.</li> <li>• Providing the new Religion &amp; Cultural manual/guide when available.</li> </ul> |
| <p><b>Disability</b></p> | <ul style="list-style-type: none"> <li>• Disability data can be recorded.</li> <li>• There are both chairs with and without arms to aid patients' mobility.</li> <li>• The doors into the clinic and ward areas are all automatic and there is good access for wheel chair users.</li> <li>• There are also toilets adapted for people with disabilities.</li> <li>• There is disabled parking available.</li> <li>• Staff can access a sign language interpreter when required.</li> <li>• Staff are aware that provision should be made for deaf patients in the event of a fire evacuation.</li> <li>• Guide dogs are welcome in both the ward and clinic area.</li> <li>• There is good signage available to help people to access both the clinic and ward areas. The signage also addresses the needs of people with visual impairment as there is good contrast of yellow background with black writing.</li> <li>• The staff work closely with other departments and agencies and can refer patients with mental or physical disabilities for specialist care.</li> <li>• Members of staff also liaise with the Learning Disability Team.</li> </ul> | <ul style="list-style-type: none"> <li>• Data is not analysed on a regular basis.</li> <li>• There is no loop system available</li> </ul>   |

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| <b>Sexual Orientation</b>                       | <ul style="list-style-type: none"> <li>Care is offered on an individual basis.</li> </ul>  | <ul style="list-style-type: none"> <li>No known negative impact</li> </ul> |
| <b>Religion and belief</b>                      | <ul style="list-style-type: none"> <li>Staff are aware of how to contact different religious leaders and patients have access to chaplaincy service if desired.</li> <li>Halal and Kosher meals can be provided upon request.</li> <li>Appointments can be offered to accommodate religious requirements (For example: specific prayer days or Ramadan in the Muslim religion).</li> </ul>   | <ul style="list-style-type: none"> <li>No known negative impact</li> </ul> |
| <b>Age (Children/Young People/Older People)</b> | <ul style="list-style-type: none"> <li>A range of age groups use the service from 14 years and over.</li> <li>The ward has links with Yorkhill Hospital. Members of staff have attended child protection training.</li> <li>Information about cystic fibrosis is offered on an individual basis and can be tailored to accommodate children and adults individually.</li> <li>Patients care is discussed directly with the patient and then with parents and carers if permission is given by the patient.</li> <li>There is a children's play area in the outpatient clinic.</li> <li>There are particular issues relating to infection control as cystic fibrosis patients are susceptible to cross infection. Therefore, there are few magazines and other articles for children and adults within these areas to help prevent cross infection.</li> <li>The Service has a flexible approach to appointment times to accommodate school, college and work times.</li> </ul> | <ul style="list-style-type: none"> <li>No known negative impact</li> </ul> |
| <b>Social Class/ Socio-Economic Status</b>      | <ul style="list-style-type: none"> <li>Travelling expenses can be claimed from the cashier's office in the hospital. Members of staff often assist the patients in filling claim forms if required.</li> <li>Members of staff are able to sign-post patients to appropriate benefits agencies and often provide support letters if required.</li> </ul>  | <ul style="list-style-type: none"> <li>No known negative impact</li> </ul> |

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| <b>Additional marginalisation</b> | <ul style="list-style-type: none"> <li>Prisoners can be accommodated and are usually seen promptly. If waiting is unavoidable, a separate area is provided on arrival.</li> <li>The Cystic Fibrosis Service accommodates patients who have drug abuse/addiction by liaising with other relevant addictions services.</li> </ul> | <ul style="list-style-type: none"> <li>No known negative impact</li> </ul> |
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| <b>Actions</b>  | Date for completion        | Who is responsible?(initials) |
|---|----------------------------|-------------------------------|
| Cross Cutting Actions: <ul style="list-style-type: none"> <li>Circulating the new Culture/Religion Guide when available.</li> <li>Circulating the new Interpretation services access Poster.</li> <li>Regular analysis of patients' Equality/Diversity Data for service planning and delivery.</li> </ul>         | Nov 09<br>Nov 09           | MS<br>MS                      |
| Specific Actions: <ol style="list-style-type: none"> <li>Circulate Gender Based Violence action plan to all staff.</li> <li>Sourcing, installing and use of an Induction Loop System.</li> <li>Explore the possibility of accessing information specifically about Cystic Fibrosis in other languages.</li> </ol> | Nov 09<br>Nov 09<br>Nov 09 | MS<br>MS<br>JY                |

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

February 2010

Lead Reviewer: Name: Mary McKenzie  
 Sign Off: Job Title: Clinical Services Manager (Special Medicines)  
 Signature  
 Date: 11.08.09

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.