

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:

NHS Greater Glasgow and Clyde's Emergency Dental Treatment Service (Out of Hours)

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).

NHS Greater Glasgow and Clyde's Out of Hours Emergency Dental Treatment Service is available by appointment only. Patients contact NHS24 who triage the patient and then arrange an appointment if necessary. The service is staffed by Dentists from General Dental Practices , Glasgow Dental Hospital and staff from the Community & Salaried Teams. People who are not registered with a Dentist can also access this service and any age group can access this service.
The out of hours service is available Monday – Friday from 7pm until 10pm; Saturday 10am until 1pm and 5pm until 8pm; Sunday 10am -1pm; Bank holidays 10am until 1.00pm and 4.30pm until 7.30pm.

Who is the lead reviewer and where based?

Karen Gallacher, Emergency Dental Treatment Centre Manager, Floor 1 ,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):

2 Dentists; Emergency Dental Services Team Leader (Out of Hours); Emergency Dental Treatment Centre Team Leader (Day time);
Emergency Dental Services Manager; Project Manager; Equality & Diversity Development Lead; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<p>Gender is recorded through the R4 Patient information system.</p> <p>If a patient requested a Dentist from a specific gender the service would try to accommodate this. (As this is an emergency service this is not always possible but this would be explained to the patient).</p> <p>Treatment rooms have engaged signs.</p> <p>Rooms are available for private/confidential discussion if requested.</p> <p>The service is unaware if any transgender patients have accessed the service but would meet their individual needs (e.g. a room is available for confidential discussion).</p> <p>Staff are aware of the Gender Based Violence Policy and can signpost to other organisations.</p> <p>Some staff have accessed equality and diversity training.</p>	No negative impact identified.
Ethnicity	<p>The service records interpreting language requests.</p> <p>If an interpreter is used this is documented in the case notes.</p> <p>If an interpreter is required the out of hours interpreting service is contacted.</p> <p>Some staff have accessed equality and diversity training.</p> <p>Can offer longer appointment times to allow time for interpretation.</p>	Ethnicity is not recorded on the patient information system

	<p>Some translated information is available and this is currently being reviewed.</p> <p>Can signpost patients to dentists who are bilingual.</p>	
<p>Disability</p>	<p>Disability is recorded in the clinical notes.</p> <p>The patient information system has an icon to identify if patient has a disability.</p> <p>Sign language interpreters can be accessed and the telephone number is displayed at reception for information.</p> <p>Reception desk has loop systems and is lowered for wheelchair users.</p> <p>Disabled toilets are available.</p> <p>Entrances have automatic doors.</p> <p>There are some disabled parking spaces in the hospital and there are some disabled parking spaces on the street.</p> <p>A lift is available.</p> <p>The waiting area has flashing fire alarms and staff are responsible for ensuring patients vacate the building during a fire alarm.</p> <p>The ground floor reception area is currently being renovated and will be compliant with the Disability Discrimination Act.</p> <p>Patient information can be made available in other formats upon request.</p> <p>Can provide longer appointments if necessary.</p> <p>Guide dogs are welcome.</p> <p>Hoists are available for transferring patients to the chair.</p> <p>Visual aids for example, models of teeth can be provided to demonstrate tooth decay, gum disease and tooth</p>	<p>Waiting areas do not have a mixture of chairs.</p> <p>There is a buzzer entrance but the security guard can see the front doors and opens the doors.</p> <p>Some of the doors in the clinics are manual doors but patients are usually shown to the clinic by the security guard.</p>

	<p>extraction.</p> <p>If patients have learning disabilities they can be referred to the Learning Disability Clinic.</p> <p>Some staff have accessed equality and diversity training.</p>	
Sexual Orientation	Some staff have accessed equality and diversity training.	Sexual orientation is not recorded.
Religion and belief	<p>Staff can access the Multi-faith resource for Healthcare staff.</p> <p>A room can be made available for prayer upon request.</p> <p>Staff can check the British National Formulary (BNF) if there are any concerns regarding any prescribed medication and what it contains.</p> <p>Some staff have accessed equality and diversity training.</p>	Religion and belief is not recorded.
Age (Children/Young People/Older People)	<p>Any age group can access this service.</p> <p>Child Protection Training is mandatory.</p> <p>Child Protection Folder is available for further information.</p> <p>Can refer children to the paediatric clinic and Yorkhill if necessary.</p> <p>Baby changing facilities are available.</p> <p>A room for breast feeding can be made available upon request.</p> <p>Some staff have accessed equality and diversity training.</p> <p>Work is underway to produce age specific patient information leaflets.</p>	No negative impact identified.
	Some patients are entitled to free dental treatment (for	

Social Class/ Socio-Economic Status	example, if they are receiving benefits or are under 18 years of age.) When the appointment is made the patients are advised that dental charges may apply. Staff can provide forms for patients to claim back their dental costs (if they are entitled to do so).	No negative impact identified.
Additional marginalisation		No negative impact identified.

Actions	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions Equality and Diversity will be incorporated into the induction programme. Review patient information and availability of other formats. Investigate E-learning training programmes</p>	End March 2009	KG
<p>Specific Actions Review the results from the patient satisfaction survey. Clarify what data NHS24 collates (e.g. ethnicity, disability etc) Investigate the possibility of recording equality and diversity data. Consider purchasing models of teeth to highlight decay, gum disease etc. Investigate the possibility of purchasing chairs in a variety of heights and styles (e.g. chairs with arms).</p>	End February 2009	KG/JTR

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

27th August 2009

Lead Reviewer: Name: Karen Gallacher
Sign Off: Job Title: Dental Operational Services Manager
Signature
Date:

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.