

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:

Diabetes Service (Centre) at the Victoria Infirmary

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).

Diabetes is a common and chronic condition affecting many people in Scotland. The condition is self-managed by the patient and requires support from multidisciplinary teams in both general practices and a specialist department (as an acute hospital setting). Therefore the specialist department maintains co-ordination and co-operation of people working across a range of health related professions and other relevant organisations. People with diabetes either do not produce enough insulin (type 1 diabetes) or cannot use insulin properly (type 2 diabetes), or both. Diabetes may also come on during pregnancy (gestational diabetes). Simple test's results for Diabetes are often border-line; and GPs are unable to tell if a person has diabetes. If this is the case, an oral glucose tolerance test would be arranged. This would be done by at the diabetes department. This test takes 2-3 hours to complete. It involves drinking a small volume of sugary water or lucozade and then having four blood samples taken over the next 2 hours. This shows how well the body can handle sugar taken by mouth.

The Diabetes Centre is part of Victoria Infirmary serving patients from the South of Greater Glasgow. The Diabetes Centre is situated in an annexe to the Victoria Infirmary. The Service has a Ward for patient if admission is recommended. The Centre receives patients referred by Primary Care and other Health Professionals. The Centre also holds children & adolescent clinics from the Royal Hospital for Sick Children. The Centre provide services for new patients referred for Diabetes tests and patients with diabetes who come for scheduled (follow up every 6 months) checks/tests or any reason regarding the management of their condition. Depends on the patient's condition and the tests required, It is estimated, that two hours is the average time for tests. Patients with complex cases, however, might be admitted to the ward for few days.

Who is the lead reviewer and where based?

Con Gillespie, Lead Nurse, Emergency Care and Medical Services.

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):

Diabetes Specialist Nurse (1) ; Student Dietician (1) ; Diabetes Specialist Dietician (1); Diabetes Specialist Nurse (2) ; Out-Patient Department Supervisor (1); Consultant (1); Lead Nurse (1) ; Inequalities Facilitator; Equality and Diversity Assistant; Lead Reviewer.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • If a same sex health professional was requested the service would try to accommodate this if possible. • The service can signpost to gender specific clinics at Sandyford. • With regards to patients that have gestational diabetes, the service would telephone the patient twice a week, and they would have fortnightly appointments (or more frequent if necessary). There is also strong links with the Maternity Units. • With regards to transgender patients, the staff would ask how they wish to be addressed. (For example, Mr, Miss, first name etc). • The Patient Information System (SCI) permits the recording of gender. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.
Ethnicity	<ul style="list-style-type: none"> • The Patient Information System (SCI) permits the recording of ethnicity. • Interpreters are booked for patients when required. • Some translated patient information can be downloaded from Diabetes UK. • The Service has diet information aimed at people from the South Asian community, due to the large number of people from that community that access our services • Dieticians have plastic food models which are used, when teaching, to identify various foods. They are particularly useful where there is a language barrier. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training. • Staff felt there was a lack of translated information available due to the costs involved.
Disability	<ul style="list-style-type: none"> • The service is provided on the ground floor of the building. • There is a ramp for wheelchair access to the building. • There are some disabled spaces outside the building for disabled badge holders. Further spaces are available in the New Victoria Building • There are disabled toilets. • There are automatic doors at the entrance to the building. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training. • There is no loop system for the deaf or hard of hearing. • Patient information is not available in other formats. • There are no flashing fire alarms available.

	<ul style="list-style-type: none"> • There is a text-phone for patients who are deaf. • Staff can access a British Sign Language interpreter when required. 	<ul style="list-style-type: none"> • Chairs are not available in different heights. • Only patients who have a disabled badge can park in the hospital grounds. The patient car park is across the road which is quite a walk for people with mobility problems. This will be rectified when the service moves to the New Victoria Hospital as there is underground parking which is easily accessible.
Sexual Orientation	<ul style="list-style-type: none"> • Staff were aware of the Civil Partnership Act. Staffs use the term 'partner' rather than husband or wife. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training. • No identified negative impact.
Religion and belief	<ul style="list-style-type: none"> • Staff are aware of the Religions and Cultures Manual • The Chaplaincy building is located in the main building. • Staff take into account the patient's religion and belief when providing dietary advice. • Staff are aware of Ramadan and the possible implications for patients. • Staff would take into account the patients religious beliefs when prescribing insulin such as whether or not it contains animal by-products. • Diabetic patients can have problems with their feet, and there can be issues with ablutions which can irritate the feet. The podiatrist has shown patients how to bandage their feet after ablutions. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training. • The Religions and Cultures Manual needs updated and the staff felt it was too long.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • The service is aimed at people aged 14 years and over. • There is a specific clinic for young adults. • Toys are available in the waiting area • A consulting room could be used for baby changing if required. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> • The service has links to the Social Work Department. • Travelling expenses can be reimbursed at the Cash office which is located in the main building. • The service can provide letters of support for patients For example. letters to housing associations. 	<ul style="list-style-type: none"> • No general benefits advice is readily available but staff could signpost if required.

	<ul style="list-style-type: none"> • The Dietician's can access 'Eating on a budget' patient information leaflets for people on low incomes. • Socio-economic status does not affect access to Diabetic Services. 	
Additional marginalisation	<ul style="list-style-type: none"> • All patients are seen regardless of socio-economic background. • Staff provided services to patients who are prisoners or under police custody accommodating privacy (such as avoiding them waiting in other patients waiting areas). 	<ul style="list-style-type: none"> • Patients can only park for a maximum of 4 hours before incurring parking charges, however, some patients can be at the clinic for four hours. • Patients with alcohol or drug problems can disengage with the service. • The Service provides services for some patients from the travelling community and find it difficult with issues such as medical records and addresses for follow up appointments.

Actions

	Date for completion	Who is responsible?(initials)
Cross Cutting Actions: <ul style="list-style-type: none"> • Ensure staff are aware of the ongoing corporate development of the Educational Pack for Patients with Diabetes. Review the availability of patient information in other formats/languages. 	October 2009	CG
Specific Actions: <ul style="list-style-type: none"> • Circulate the Learning and Education Training Calendar for information on equality and diversity training. • Ensure that when the service moves to the New Victoria there are induction loops; flashing fire alarms and chairs in different heights. • Ensure staff are aware that the Religions and Cultures Manual is being updated by the Chaplaincy Department. • Contact the Facilities Department to find out if patients who are at the clinic for more than 4 hours can be exempt from parking charges. • Ensure staff are aware of the Glasgow Addiction Services for patients who have alcohol or drug problems. 	June 2009 October 2009 October 2009 October 2009 October 2009	CG CG CG CG CG

Ongoing 6 Monthly Reviews

Please write your 6 monthly EQIA review date:

November 2009

Lead Reviewer: Name: Con Gillespie

Sign Off: Job Title Deputy Lead Nurse

Signature

Date: 3/4/09

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.