

**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:

Day Hospital Out Patients based at Drumchapel Hospital, Rehabilitation and Assessment 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).

This is an out patient service, that covers the area of Drumchapel, Milngavie, Bearsden, Clydebank, Knightswood, Partick and Old Kilpatrick to as far as Blanefield and the centre of Glasgow, G3 and G4.
It provides 5 morning sessions which are consultant led out patient clinics. Three of these sessions are medicine for the elderly outpatient clinics, and two falls clinics sessions. There are 4 afternoon sessions which include, 2 pre-assessment for falls clinics, a nurse led Parkinson's clinic and a consultant led movement disorder clinic. These clinics are predominantly for elderly patients.
Other clinics within the department are stroke and psychology clinics.
Podiatry for inpatients, and Orthotics for inpatients, both of whom use Day Hospital facilities. (some outpatient referrals)
Included in Day Hospital service are Physiotherapy, Speech and Language and Occupational sessions for outpatient referrals from Day Hospital and other sources

Who is the lead reviewer and where based?

John Kennedy, Clinical Service Manager; Rehabilitation and Assessment 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):**

Lead Nurse; Senior Charge Nurse; Consultant Physician; Clinical Service Manager; Clerkess, Moffat Project Worker; Quality Co-ordinator; Equality and Diversity Assistant.
The patient representative was unable to attend due to ill health.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training each year. • • Staff have accessed carer awareness training. • Gender is recorded in the electronic patient information database. • Staff will try to accommodate requests for a same sex health professional. • There are dedicated rooms for rehabilitation activities e.g. the physiotherapist gym. • All staff knock before entering the examination rooms. • Patients are asked if they have any objections to wearing a hospital gown. If they have this can be accommodated. • If an advocate or carer attends with the patient, the patient is asked to give their consent. 	<ul style="list-style-type: none"> • There are no screens in the examination rooms. • There are no engaged signs on the door but the door can be locked from the inside to ensure privacy. • There can be privacy issues for patients when other patients and visitors are sitting in the courtyard area. • Staff are not aware of NHS Greater Glasgow and Clyde's Gender Based Violence Policy. • Gender data is not analysed.
Ethnicity	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training each year. • Staff are aware of how to book language interpreters when required. This is documented in the departmental diary and also in the case notes. • Leaflets regarding the Social Work Department and Housing Department are available in other languages e.g. Urdu and Punjabi. • Staff have accessed carer awareness training. <p>If an advocate or carer attends with the patient, the patient is asked to give their consent.</p>	<ul style="list-style-type: none"> • The Day Hospital Information Leaflet is not available in other formats. • There is no field to record the patient's ethnicity in the electronic patient information database.
Disability	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training 	<ul style="list-style-type: none"> • The Day Hospital Information leaflet is not

each year.

- Staff have also accessed Deaf Awareness Training; Learning Disability Training and Sensory Awareness Training.
- The Day Hospital Information leaflet is printed on yellow paper with a black font to make it suitable for patients with visual impairments. These leaflets also have contact details including email address and phone numbers.
- Staff are aware of how to book a sign language interpreter.
- Disabled car parking is available
- There is a drop off zone outside the entrance to the hospital.
- Ambulance chairs are available at the main entrance for people with mobility issues.
- Walking frames are available for people who require them at the Day Hospital.
- The signage for the Day Hospital is on a blue background with white writing which is visually friendly.
- The Day Hospital clinics are on the ground floor.
- There are disabled toilets available which include grab rails and the call system.
- The clerkess contacts the patients before their appointment to find out if they have any additional needs in addition to checking that the appointment time is suitable.
- Patients who meet the eligibility criteria can access Patient Transport. If they require an escort this can be accommodated.
- Staff have accessed carer awareness training.
- Amplifiers are available for patient's who are deaf or are hard of hearing.
- Magnifying glasses are available for patients who

available in other formats.

- Some of the text in the Day Hospital Information Leaflet is in upper casing which is not visually friendly.
- Although signage to the Day Hospital is on a blue background with white writing it was felt that the size of the text was too small.
- There is no field to record the patient's disability in the electronic patient information database.
- There is limited colour contrast between the walls and floors in the Day Hospital for people with visual impairments.
- Patients misusing the Patient Transport Service.

	<p>require them.</p> <ul style="list-style-type: none"> • The Day Hospital can access communication cards when required. • If an advocate or carer attends with the patient, the patient is asked to give their consent. <p>Staff can contact the Learning Disability Nurse for advice or assistance if required.</p>	
Sexual Orientation	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training each year. • Staff are aware of the Civil Partnership Act and the importance of using appropriate terminology e.g. "Who do you live with?" • If an advocate or carer attends with the patient, the patient is asked to give their consent. 	<ul style="list-style-type: none"> • Sexual orientation data would only be recorded if shared by a patient.
Religion and belief	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training each year. • Staff are aware of the implications of Religious Festivals e.g. Ramadan. • If an advocate or carer attends with the patient, the patient is asked to give their consent. 	<ul style="list-style-type: none"> • Religion and belief data would only be recorded if shared by the patient.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • All staff access Equality and Diversity Training each year. • Staff have accessed carer awareness training. • If an advocate or carer attends with the patient, the patient is asked to give their consent. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Staff can signpost patients to other agencies for advice e.g. Social Work Department, Benefits Agency etc. 	<ul style="list-style-type: none"> • No negative impact identified.

Additional marginalisation	<ul style="list-style-type: none"> For patients with addictions the staff can contact the Addiction Service for advice. Staff can accommodate patients in the criminal justice system. Staff can accommodate patients in the travelling communities. 	<ul style="list-style-type: none"> No negative impact identified.
All	<ul style="list-style-type: none"> Medical staff have had Equality and diversity training as part of their medical education. They can also access the NES on-line Equality and Diversity Training programme. 	<ul style="list-style-type: none">

Actions

	Date for completion	Who is responsible?(initials)
Cross Cutting Actions <ul style="list-style-type: none"> Raise the issue that current electronic patient databases do not allow the recording of ethnicity or disabilities 	Ongoing review	Board wide issue
Specific Actions <ul style="list-style-type: none"> Consider purchasing screens and engaged signs for the examination rooms. Review access to the courtyard to protect patient's privacy. Ensure staff are made aware of NHS Greater Glasgow and Clyde's Gender Based Violence Policy. Review the Day Hospital Information Leaflet to ensure that it is visually friendly and the possibility of providing it in other formats and languages. If the Day Hospital is to be refurbished consider a colour contrast between the walls, floor and doors. Review signage with facilities staff for its font size Ensure that the eligibility criteria for accessing the Patient Transport Service is adhered too. Review the recording of data to ensure equality and diversity data can be captured and analysed 	December 2009 December 2009 January 2010 February 2010 Ongoing review October 2009	JK JK AS / EMcG AS / EMcG JK AS

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

April 2010

Lead Reviewer: **Name:** **John Kennedy**
Sign Off: **Job Title** **Clinical Services Manager**
 Signature
 Date: **14th October 2009**

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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