

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:

Cashier Services at the Vale of Leven 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).

Reimburse travelling expenses for patients and staff; Store patients' money/valuables for safe keeping; Act on patients' behalf as an 'appointee' for pensions, benefits or paying their bills on their behalf; Bank money from the Catering Department; WRVS and public telephones. Periodically liaise with lawyers to close patient's estate when required.

Who is the lead reviewer and where based?

Catriona Sweeney, Site & Facilities Manager, Vale of Leven 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):

Patient Funds Officer; PA to Site & Facilities Manager (manages Cash Office staff); Acting Ward Manager (Christie Ward) Ward Manager (Fruin Ward); Quality Co-ordinator; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<p>Staff have attended Equality and Diversity Training. Cash office staff can respond sensitively to patients' and relatives' needs. The example given was a transgender person and there were issues regarding the verification process, however, this was dealt with in an appropriate manner by the cash office staff.</p>	<p>No negative impact identified.</p>
Ethnicity	<p>Staff have attended Equality and Diversity Training. Although there has been limited experience with BME communities, past experience has involved verifying the paperwork and there were no language barriers encountered.</p>	<p>No negative impact identified.</p>
Disability	<p>Staff have attended Equality and Diversity Training.</p> <p>Cash office staff can respond to the needs of individual patients, and if a patient cannot attend the cash office they can arrange for the money to be delivered to the ward/department.</p> <p>Blind patients or people with learning disabilities often have escorts. Usually the staff would advise/alert the cash office. Staff may accompany the patient to the cash office.</p> <p>Cash office is located on ground floor.</p>	<p>Although the cash office is located on the ground floor it is not in a central location. If the cash office is accessed internally there are two flights of stairs and no lift is available. The external door to the cash office is manual and can be difficult to open. There is no disabled parking beside the external access to the cash office. The ramp at the external door is only accessible by cutting through the car park. It cannot be accessed from the pavement. There is no loop system available for the deaf/hard of hearing. The counter is not suitable for people in wheelchairs. The counter window has a glass screen which can make communication difficult. The area is not well lit and this could be a problem for people with visual impairments. There are no seats for patients waiting to claim their travelling expenses. There is the potential for security issues as the</p>

		cash office is isolated.
Sexual Orientation	Staff have attended Equality and Diversity Training.	No negative impact identified.
Religion and belief	Staff have attended Equality and Diversity Training.	No negative impact identified.
Age (Children/Young People/Older People)	Staff have attended Equality and Diversity Training.	Although the cash office is located on the ground floor it is not in a central location and can be a considerable walk from the Medicine of the Elderly Department/Maternity Department. The location of the cash office is not suitable for people with prams/toddlers. The area is not well lit and this may deter some people. There is the potential for security issues as the cash office is isolated.
Social Class/ Socio-Economic Status	IT Patient System keeps patient' accounts and paper trail. Patients who cannot afford to wait for reimbursement of their travelling expenses by cheque can be paid in cash. Allowances are made for patients who have no bank account.	Re-imburement of travelling expenses can only be claimed on the day of the appointment and the patient must have proof of their entitlement.
Additional marginalisation	No impact identified.	Emergency access to the cash office is through the fire escape door. This is not a suitable entry to support staff who are dealing with abusive/violent patients/relatives.

Actions	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions Staff training tends to be at Inverclyde Royal Hospital which can prevent staff from accessing training.</p>	<p>Arrangements for training have already been implemented for Equality & Diversity, Infection Control and Fire Safety. Additional training will be arranged as required. Steps will be taken to access local training sessions, where possible. Alternatively, travel arrangements will be made to ensure staff attendance – ongoing.</p>	<p>C. Sweeney</p>
<p>Specific Actions Consider providing chairs for frail people to rest on once they have reached the cash office.</p> <p>Consider purchasing a loop system.</p> <p>Improve lighting in corridor access. Review the location of the cash office when the opportunity arises for the safety and well being of both patients and staff. Consider interim measures e.g. include area on CCTV; emergency phone numbers beside the phone; personal alarm/panic button. Review height of counter.</p>	<p>Chairs will be purchased through Endowments – March 2009 Loop system currently being costed. Installation – March 2009.</p> <p>Due to the Consultation and “Vision” on the future strategy for the Vale of Leven Hospital any significant upgrade of lighting has been put on hold as we have highlighted through the accommodation review, the requirement to relocate the cash office to the main hospital entrance.</p>	<p>C.Sweeney C. Sweeney C.Sweeney</p>

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

September 2009

Lead Reviewer: Name: C.Sweeney
 Sign Off: Job Title Site and Facilities Manager , Vale of Leven
 Signature Catriona Sweeney
 Date: 2/3/2009

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.