

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:**

Beatson West of Scotland Cancer Centre - Out-patient Department

Please tick box to indicate if this is a :  
Redesign

Current Service

Service Development

Service

**Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).**

The Beatson West of Scotland Cancer Centre, Outpatient department is department within the non surgical tertiary referral centre serving the population of the West of Scotland. [2.6 million] It is primarily an adult centre but children receiving radiotherapy treatment attend the service. The purpose of the outpatient service is to provide facilities for consultation, phlebotomy, investigations, counselling and treatment relevant to the cancer journey.

**Who is the lead reviewer and where based?**

Clinical Service Manager, West of Scotland Beatson.

**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):**

Senior Nurse, Staff nurses, Patient representative [ to provide patient user input], Mould room technician, Reception staff, Patient Transport Manager, Pharmacist, Phlebotomist, Auxiliary Nurse, Macmillan Information Manager, Clinical Service Manager,

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<p><b>Gender</b></p>	<p>Chaperoning is provided during consultation and examination i.e. There are two members of staff present at the appointment.</p> <p>A Privacy and Dignity Working Group meets to ensure that good practice is in place to address Privacy and Dignity issues.</p> <p>There are different styles of gowns available.</p> <p>Patients are addressed by first or last names as per their preference.</p> <p>For transgender patients – staff would discuss with the patient their needs/wishes.</p>	<p>Wherever possible gender specific chaperones and clinicians are made available. E.g. Not always possible to have a female doctor.</p> <p>Changing rooms within the radiotherapy treatment rooms were not part of the design specification of the new build due to space limitations. Rooms are available adjacent to treatment areas and patients are offered this facility. Patient gowns are made available for those who require to undress</p>
<p><b>Ethnicity</b></p>	<p>Work is underway to record ethnicity. The registration form is being re-designed to take cognisance of this.</p> <p>The Information Centre records ethnicity and is used to identify patient and support patients needs.</p> <p>There can be issues with patients from the travelling communities attending clinics. However, the Beatson can link with other Health Boards' when necessary.</p> <p>Interpreters are provided when necessary and at the most appropriate points in the patient journey.</p>	<p>Information needs to be made available to the centre prior to appointments</p>

	<p>Translated information can be readily accessed by the team at the information centre as and when required.</p>	
<p><b>Disability</b></p>	<p>All reception points have loop systems.  As the Beatson is a new build it is compliant with the Disability Discrimination Act.  The entrance doors are automatic.  Each floor level is colour co-ordinated to assist with way finding.  Colour contrasted walls and floors for the visually impaired  All floors are accessible by lifts.</p> <p>There is a drop off point outside the building.  Porters can provide patients with wheelchairs if required.  Volunteer driver organisations support many of the local communities throughout the West of Scotland.</p> <p>Patients are given priority car parking stickers for use whilst attending regularly for a course of treatment</p> <p>Volunteers provide way finding advice.</p> <p>The Information Centre can provide information in various formats e.g. audio, DVD, CD, large print.</p>	<p>It has been commented that some of the signs were considered to be placed too high and print quite small.</p> <p>Parking can be an issue. The disabled parking is across the road. Drop off arrangements are in place and wheelchairs easily accessed by the main door.</p> <p>There can be shortage of chairs in some of the waiting areas during busy clinics. Patients can be accompanied by their extended families and staff do their best to advise that relatives should give priority to patients waiting.</p>
<p><b>Sexual Orientation</b></p>	<p>The Information Centre would be able to signpost to local organisations if requested.</p>	<p>Sexual Orientation is not recorded therefore staff would not be aware of this unless disclosed by patient.</p>

<p><b>Religion and belief</b></p>	<p>The Sanctuary is a facility which can be used for prayer or quiet reflection. It is located on the ground floor of the building adjacent to the Outpatients department. Religious books/literature/prayer mats are available for use. Washing facilities for ablutions are available. Departments have access to the Religion and Belief Manual.</p>	<p>Religious services are held within the main Gartnavel General Hospital and patients who wish to attend can be accompanied there.</p>
<p><b>Age (Children/Young People/Older People)</b></p>	<p>The Beatson is primarily an adult centre but do treat a number of children who are having radiotherapy treatment. Separate waiting and recovery areas are in place. A paediatric co-ordinator is in post. A Teenage Cancer Unit provides accommodation specifically for young people under the age of 25.</p> <p>There is a Paediatric Liaison Nurse for under 15's.</p> <p>There is a Paediatric waiting area which has toys, TV, DVD's etc. Children are given a tour of the departments before they come for treatment and shown pictures to help put them at ease.</p> <p>Macmillan is currently funding a scoping exercise to assess the needs of elderly patients.</p> <p>Volunteer drivers are available.</p>	<p>No known negative impact identified</p>
<p><b>Social Class/ Socio-Economic Status</b></p>	<p>Travelling expenses are reimbursed. The Information Centre assists with benefit enquiries and can sign post to relevant organisations. The Macmillan Benefits Service was launched last year and over £1 million in benefits has been distributed.</p>	<p>The cashier's office is located in Gartnavel General.</p>

	<p>Patients can be provided with drinks and sandwiches if they are held up at a clinic.</p> <p>The café at the Beatson can be expensive for patients and families that are attending on a regular basis.</p>	
<b>Additional marginalisation</b>	<p>When patients in the criminal justice system attend the out-patient clinics, they are treated quickly to avoid disruption/embarrassment.</p> <p>Moving and Handling Advisor can advise staff on how to transfer a patient who is obese.</p> <p>MRI Department are considering buying larger machines.</p>	<p>There can be issues with patients who are obese. The CT scans and Mould Room Trolley have a weight limit.</p>

## Actions

	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<p><b>Cross Cutting Actions</b></p> <p>Review data analysis/collection for ethnicity.</p> <p>Registration forms being redesigned.</p>	<p>April 09</p> <p>April 09</p>	<p>RGT</p> <p>RGT</p>
<p><b>Specific Actions</b></p> <p>Review lack of chairs in waiting areas.</p> <p>Consider discussion with the Café regarding prices.</p> <p>Consider reviewing clinical issues relating to patients who are obese.</p> <p>Consider the possibilities of alternatives for claiming travelling expenses for infirm patient's i.e. Cashier's office is based in another building.</p>	<p>December 2008</p> <p>December 2008</p> <p>December 2009</p>	<p>RGT</p> <p>RGT</p> <p>RGT</p>

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

September 2009

**Lead Reviewer:**      **Name:** Rosemary Twohig  
**Sign Off:**            **Job Title;**Clinical Service Manager  
                                 **Signature**  
                                 **Date:**

Please email copy of the completed EQIA form to [irene.mackenzie@ggc.scot.nhs.uk](mailto:irene.mackenzie@ggc.scot.nhs.uk)

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