

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:

Emergency Dental Treatment Service, NHS Greater Glasgow and Clyde, Oral Health Directorate

Please tick box to indicate if this is a :
Service Redesign

Current Service

Service Development

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

The Emergency Dental Treatment Service is for patients who are not registered with a General Dental Practitioner (Dentist) and is based on the 1st floor of the Glasgow Dental Hospital.

Patients can contact the Service by telephone or attend and they will be assessed, and given an appointment time. There can also be referrals from Accident and Emergency Departments.

This is an appointment based service, Monday – Friday from 8.30am – 5.15pm.

Patients suffering from Trauma, swelling, bleeding and pain are all seen at this clinic.

Who is the lead reviewer and where based?

Fiona Andrews, Clinical Operations Manager, 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):**

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<u>All</u>	<ul style="list-style-type: none"> • Staff have attended Equality and Diversity training. • An equality monitoring form is currently being developed for patients to complete. • A patient access survey has just been completed and the results are pending. 	<ul style="list-style-type: none"> • No negative impact identified.
Gender	<ul style="list-style-type: none"> • Gender is recorded in the patient information database (R4) • The service will try to accommodate requests for same sex health professionals. (This depends on the staff rota). • If a patient was reluctant to wait in the waiting area with members of the opposite sex – staff would try to accommodate this. • There have been no issues identified regarding transgender patients. 	<ul style="list-style-type: none"> • Gender data is not routinely analysed.
Ethnicity	<ul style="list-style-type: none"> • Staff are aware of how to organise interpreters. • Longer appointment times can be offered to allow extra time for interpreting. • In emergencies, family members may be used to interpret. This is always documented in the case notes. • Patient information is available in other languages e.g. post extraction instructions. 	<ul style="list-style-type: none"> • Ethnicity data is not routinely analysed. • There can be issues with accessing an interpreter at short notice. (i.e. as this is an emergency service staff are not always given sufficient time to organise an interpreter) • Staff are not aware of interpreting policy.

	<ul style="list-style-type: none"> • If patients wish to register with a dentist, the Service has a list of community dentists who are bi-lingual. 	
<p>Disability</p>	<ul style="list-style-type: none"> • Staff have attended Disability Awareness Training. • If a patient has a disability this is recorded in the case notes. • The reception desk has a loop system. • Staff are aware of how to access British Sign Language interpreters. • Longer appointment times can be offered to allow extra time for interpreting. • One member of staff has undertaken a British Sign Language course. • Staff have used the text delay service for patients who are Deaf. • There are disabled parking spaces on level 3. • Patients with blue badges can park outside the main entrance of the Dental Hospital. • The building has a lift with tactile buttons and an audio voice announcer. • There are accessible toilets available. • Hoists are available to transfer patients from their wheelchair to the dental chair. • Staff have been trained how to operate the hoist equipment. • If necessary, a patient can be treated in their wheelchair. • An example was given of an autistic patient who 	<ul style="list-style-type: none"> • Although the reception desk has a loop system there are no portable loop systems available in the consultation rooms. • Waiting room chairs require review. • Review purchasing Picture Boards.

	<p>was unable to sit in the waiting area so this patient was seen straight away to minimise their discomfort.</p> <ul style="list-style-type: none"> • The service would be able to accommodate the patient's carers (if applicable). • The Service is able to accommodate assistance dogs. • Staff are willing to draw pictures to help aid understanding. 	
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the Civil Partnership Act. • Staff are aware of the importance of using appropriate terminology (i.e. partner rather than husband or wife) • To date, no homophobic incidents have been encountered. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • A room could be made available to allow a patient to pray. • The service can offer flexible appointments to accommodate religious festivals. • Staff are aware that some people may object to some medication on religions grounds. (For example, some mouthwashes have alcohol and alternative alcohol free preparations can be prescribed). 	<ul style="list-style-type: none"> • No negative impact identified.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Age is recorded in the patient information database (R4) • All staff have attended Child Protection Training. 	<ul style="list-style-type: none"> • No negative impact identified.

	<ul style="list-style-type: none"> • The service can accommodate children, but if necessary they can refer them to the paediatric clinic. • Children who attend the service are given free stickers • Baby changing facilities are available. • A room can be made available for breast feeding (if requested). • For older patients, staff are willing to help the patient's fill out any forms; staff may also contact their GP to confirm their medication. 	
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> • All patients are made aware that there is a maximum charge of £35 for treatment. There is no charge if the patient is treated by a student. • People on certain benefits do not have to pay any costs. • Staff can signpost people to the cashier's office to discuss reimbursement of travelling expenses where applicable. 	<ul style="list-style-type: none"> • No negative impact identified.
Additional marginalisation	<ul style="list-style-type: none"> • There is a protocol in place for dealing with people in the criminal justice system. • For any patients who are attending the service who are intoxicated (either in alcohol or drugs), the decision to treat them is based on a clinical risk assessment, e.g. can they consent to treatment. • The Service is reviewing the requirement for a bariatric chair for patients. 	<ul style="list-style-type: none"> • No negative impact identified.

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions		
Specific Actions <ul style="list-style-type: none"> • Investigate the possibility of accessing telephone interpreting. • Ensure staff are aware of NHS Greater Glasgow and Clyde's Interpreting Policy and Procedure. • Consider purchasing a portable loop system. • Review of waiting room chairs. • Review of requirement for bariatric chair. • Review Ethnicity data. • Review purchase of picture boards. 	October 2010 August 2010 August 2010 August 2010 October 2010 January 2010 April 2011	FA FA FA FA FA FA FA

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

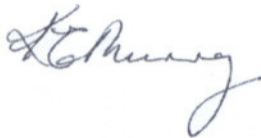
January 2011

Lead Reviewer: Name: Fiona Andrews

Sign Off:

Job Title: CHP Director

Signature:

A handwritten signature in black ink, appearing to read 'Irene Mackenzie', written in a cursive style.

Date:

28/3/11

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.