

**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:

Homeopathic Hospital (In-Patient Services)

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).

The Glasgow Homeopathic Hospital and Centre for Integrative Care provides general homeopathy for patients within an integrative care setting. We are a Regional service providing care, mainly to patients from Scotland but also to patients from other parts of the UK. Referrals come from GP's, other Hospital Consultants, and Specialist Nurse Services. The Hospital comprises a 15 -bed in-patient department and a busy out-patient facility. There is an active teaching and research department.

Who is the lead reviewer and where based?

Carol Fairley, Senior Charge Nurse, Homeopathic 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):

Senior Charge Nurse; Staff Nurse; Charge Nurse; Associate Specialist; Locum Consultant; Equalities Programme Lead; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • An equality and diversity training programme has been planned for July 2010. • The Service has recently undertaken a patient survey (results pending). 	<ul style="list-style-type: none"> • No negative impact identified.

<p>Gender</p>	<ul style="list-style-type: none"> • Gender data is recorded in the case notes • Patients are predominantly female. • Staff will try to accommodate requests for same sex health professionals (this depends on staff rota). • There are three single rooms available. • To date the service had not had any issues with transgender patients. • Staff deal with victims of domestic violence on a regular basis. Where appropriate, staff will refer the patients to appropriate agencies such as Social Work or Women's Aid 	<ul style="list-style-type: none"> • Staff were unaware of NHS Greater Glasgow and Clyde's Gender Based Violence Policy. • Staff were unaware of NHS Greater Glasgow and Clyde's Transgender Policy. • There is a lack of support for staff who deal with victims of abuse.
<p>Ethnicity</p>	<ul style="list-style-type: none"> • Staff are aware of how to access foreign language interpreters. • Staff were aware of the risks associated with using a relative or friend to interpret i.e. less likely to disclose information. • Staff are aware of cultural issues. For example, females being reluctant to shake hands with members of the opposite sex. • Staff acknowledged that Asian and Indian communities have a positive view of the benefits of homeopathy. 	<ul style="list-style-type: none"> • Ethnicity data is not recorded. • Patient information is not available in other languages. • Staff were concerned about the quality of interpreting. An example was given whereby the interpreter's body language was inappropriate e.g. yawning throughout the consultation.
<p>Disability</p>	<ul style="list-style-type: none"> • Disabled parking is available outside the main entrance. • There is a lift available. • There is an accessible toilet. • There is a colour contrast between the walls and floors. • The garden is wheelchair accessible. • There are a variety of chairs available. • A text phone is available for patients who are deaf. • A portable loop system is available. 	<ul style="list-style-type: none"> • The entrance doors are not automatic. • Staff had encountered issues with meditation and patients who were deaf.

	<ul style="list-style-type: none"> • Staff are aware of how to access British Sign Language Interpreters. • Staff have had experience of using note-takers. • There are CD's, videos and DVD's available on meditation and relaxation techniques. • For patients with cognitive issues, staff can contact the Stroke Team for advice and communication aids. • Staff are aware of NHS Greater Glasgow and Clyde's Assistance Dog's Policy. 	
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the importance of using appropriate terminology. • There have been no homeopathic issues identified. • Staff would be willing to challenge any homophobic attitudes. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • If a patient disclosed their religion this is documented in the case notes. • A quiet room is available for prayer. (This room also has a sink for ablutions). • Staff have access to a Religions and Cultures Manual. • The Hospital Chaplaincy Team visit the hospital on a regular basis. • Staff are aware that there can issues about the ingredients of homeopathic medicines. • Halal, Kosher and vegetarian meals can be provided upon request. • Staff have an awareness of religious festivals. 	<ul style="list-style-type: none"> • No negative impact identified.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • The in-patient service can accommodate patients from 16 years and over. • The service recognises that younger people have different needs from adults. • The Homeopathic Hospital can offer a seamless 	<ul style="list-style-type: none"> • Staff raised concerns that adolescents using the Chronic Fatigue Service were at a disadvantage as their needs differ from adults.

	<p>transition from childhood to adulthood. (for other services, patients at 16 have to transfer to adult services which usually means attending another hospital).</p> <ul style="list-style-type: none"> • If staff have any concerns about older patients they would check their mental scale and refer to other agencies as appropriate e.g. Dementia Services. • Staff have accessed Child Protection Training. • There are baby changing facilities available. • There are some toys available. • The Consultation rooms are child friendly e.g. they have small chairs, desks and toys. 	
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Staff can signpost patients to the cashier's office for reimbursement of travelling expenses (if they are eligible). 	<ul style="list-style-type: none"> • No negative impact identified.
Additional marginalisation	<ul style="list-style-type: none"> • The hospital has a bariatric chair. • Patients from the Brownlee Service have been referred to the Homeopathic Hospital. (patients with HIV). • Staff can refer patients with alcohol or drug problems to the appropriate agencies. • The Service offers A Drug Reduction Programme – for patients going through withdrawal. • The Service also has links to Psychiatry. 	<ul style="list-style-type: none"> • The staff raised concerns about patients using public transport to access the service. The train station does not have a lift access. Most buses stop at Great Western Road – which is a significant distance from the hospital.

Actions

	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions</p> <ul style="list-style-type: none"> • Investigate how to record equality and diversity data. 	October 11	JS

Specific Actions		
• Obtain copies of NHS Greater Glasgow and Clyde's Gender Based Violence Policy.	March 11	CF
• Obtain copies of NHS Greater Glasgow and Clyde's Transgender Policy.	March 11	CF
• Investigate how to access patient information in other formats. (Obtain copies of NHS Greater Glasgow and Clyde's Accessible Information Policy once ratified).	March 11	CF
• If staff have any concerns about an interpreter this should be reported to the interpreting agency.	March 11	CF
• Review manual doors at entrance.	March 11	CF
• Ensure that staff discusses with the patient their needs and tailor the meditation session to suit.	March 11	CF
• All staff to have access to Equality and Diversity Training.	March 11	CF

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

Lead Reviewer: Name: Carol Fairley
Sign Off: Job Title Senior Charge Nurse
Signature
Date:

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.