

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:

SmokeFree Community Services – Inverclyde CHP

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).

Smoke Free Services deliver a comprehensive smoking cessation programme for the adult population of Inverclyde. Service is provided to clients via groups, 1 to 1 support and telephone support. Services are provided on a daily basis to the adult population of Inverclyde. The service is delivered in community settings/ health centres.

As part of the EQIA we have considered the results from data collection, complaints system and discussion around these items.

Who is the lead reviewer and where based?

Frances Bryce, Health Improvement Senior, Inverclyde CHP, Port Glasgow Health Centre

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):

Equality & Diversity Manager
Health Improvement Practitioner *3
Health Improvement Practitioner – Youth Tobacco
Secretary to the Smoking Cessation Team

Evaluation Feedback of service considered as part of EQIA and also informed through GGC wide evaluation.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • There has been gender awareness training for staff and there is a trainer on the team whose role is to raise awareness of the Health Professional's role when Domestic Abuse is disclosed to them. • Gender data is collected, broken down and analysed. • We offer one to one service (under certain criteria only). • A number of equality and diversity training programmes have been undertaken by staff. • All group clients offered private space to discuss issues. • Referral process has been set up with the Phoenix Project for men. • Investigating male-only groups in order to provide a better overall gender balance. • Gender specific 6 week group (pilot) girls group currently being delivered by Youth Tobacco HIP – targeting young girls in Inverclyde, addressing the psychological & physiological issues attached to smoking. 	<ul style="list-style-type: none"> • No gender matching within the service. • Men underrepresented at groups.
Ethnicity	<ul style="list-style-type: none"> • Steps to ensure there are interpreters if required (access to agencies). Coordinators aware of interpreting services and service would be offered on a one to one basis. 	<ul style="list-style-type: none"> • Awareness of issues of taking NRT, medication etc. within religious & cultural practices. • Limited translated information about the

	<ul style="list-style-type: none"> • A number of equality and diversity training programmes have been undertaken or are due to be undertaken by staff. • Ethnicity is recorded and analysed • All group clients offered private space to discuss issues. • A member of staff speaks the following Asian languages: Hindi, Punjabi, Bengali, Urdu, Assamese and Nepalese 	<p>service is available.</p> <ul style="list-style-type: none"> • Lack of awareness of multi-lingual Pharmacies
Disability	<ul style="list-style-type: none"> • Venues are wheelchair accessible. • We can access British Sign Language (BSL) Interpreters. • Help available with form filling. • There is nearby car parking. • Accessible toilet available. • Information is available in large print/ different formats. • Letters to clients are in 14 pt print size. • A number of disability and diversity training programmes have been undertaken by staff. • Staff booked to go on visual impairment training. • All group clients offered private space to discuss issues. • Venues hired/borrowed visited by coordinators for physical disability access. • Carers are welcome to come with Client to attend groups. • We offer groups at various times, including daytime and evenings. 	<ul style="list-style-type: none"> • Venues not yet screened to ascertain whether Guide Dogs are welcomed. • Venues not yet screened for loop system availability. • Cassettes and CDs not available. • No screening tool used to assess accessibility of venues. • There are only standard leaflets available. • No public transport information is available for clients attending venues. • To identify language and communication problems by addition of 'Special Requirements' question on the form. • Deaf awareness has been highlighted as a gap in training. • Potential clients not followed up by a phone call.

	<ul style="list-style-type: none"> • Smoking cessation advice available in DVD format. • Appointments available on a 1 to 1 basis. 	
Sexual Orientation	<ul style="list-style-type: none"> • A number of equality and diversity training programmes have been undertaken by staff. • All group clients offered private space to discuss issues. 	<ul style="list-style-type: none"> • Sexual orientation is not recorded and aware that LGBT community has higher smoking rates.
Religion and belief	<ul style="list-style-type: none"> • A number of equality and diversity training programmes have been undertaken by staff. • All group clients offered private space to discuss issues. 	<ul style="list-style-type: none"> • Religion is not recorded.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • A number of equality and diversity training programmes have been undertaken by staff. • All group clients offered private space to discuss issues. • Date of Birth is recorded and analysed. • Young clients are offered alternative services to groups through a dedicated Youth Tobacco worker. • Young People and Tobacco training is available for Practitioners, enabling prevention and cessation work to be tailored to young people. • Team communication of suitable venues for young people. 	<ul style="list-style-type: none"> • None.
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> • Pilot group tried in area of multiple deprivation. • Postcode and employment status is recorded. • Joint working with employment organisations 	<ul style="list-style-type: none"> • Territorial issues, particularly in SIMD areas, create barriers which prevent adequate numbers attending and

	<ul style="list-style-type: none"> Targeted work funded by Fairer Scotland Fund (FSF) with young people in SIMD (Scottish Index Multiple Deprivation) areas 	negatively affect the effectiveness of groups.
Additional marginalisation	<ul style="list-style-type: none"> Group clients offered private space to discuss issues. One to ones offered. Timing for group work is rotated from day/ evening. 	<ul style="list-style-type: none"> Communication not targeted towards people with Numeracy and Literacy issues/ problems. Need to identify gaps with a scoping exercise.

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions <ul style="list-style-type: none"> Follow up referrals via telephone. 'Additional Requirements' question on questionnaire. Carry out analysis of Socioeconomic Class. Create public transport guides. 	30/9/09 30/09/09 31/10/09 31/10/09	Team CH CH/ RMcE CH
Specific Actions <ul style="list-style-type: none"> Obtain translated materials form P.E.R.L. Library. Add Disability question to self referral forms. Create a list of Multi lingual pharmacies. Presentation to multi-lingual pharmacists Check venues suitable to ensure they allow access for guide dogs..... Look into sourcing of Cassettes / CDs. Check venues for availability of Loop systems. Review data collection to include information on sexual orientation, religion and beliefs 	31/01/2010 30/09/09 31/10/09 30/11/09 30/09/09 31/10/09 30/09/09 30/10/09 30/11/2009	DK/ CH CH JS JS Team JS Team SG FB/RMcE

• Provide list of venues available for use with young people.		
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Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date:

26 February 2010

Lead Reviewer:	Name:	Frances Bryce
Sign Off:	Job Title	Health Improvement Senior
	Signature	
	Date:	27 August 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.