

**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:

Minor Injuries Unit, New Victoria 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).

The Minor Injuries Unit at the New Victoria Hospital is a specialist emergency service for patients with minor injuries which opened in June 2009. The Unit is staffed by highly skilled specialist nursing staff called Emergency Nurse Practitioners (or ENPs), who can see, assess, treat and discharge minor or less serious injuries.

The Unit treats adults and children from the age of 5 and upwards (Younger children should access the Emergency Department at the Royal Hospital for Sick Children at Yorkhill). The Minor Injuries Units is open from 9am to 9pm, seven days a week.

Who is the lead reviewer and where based?

Con Gillespie, Lead Nurse, Emergency Care and Medical Services Directorate, Victoria Infirmary.

**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):**

Lead Nurse; Lead Nurse for Accident and Emergency; Senior Staff Nurse, Staff Nurse (x3); Superintendent Radiographer; Healthcare Assistant (x2); Sister/Emergency Nurse Practitioner; Inequalities Facilitator; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • Gender data is recorded in the patient information system. • Depending on the staff rota, staff try to accommodate requests for same sex health professionals. If this is not possible, staff chaperoning would be available. • Previous experience had shown that there could be issues with transgender patients if they had to be admitted to the hospital. In these circumstances staff would have discussion with the patient, bed manager and charge nurse regarding ward accommodation. • There are curtains around the cubicles. • Single consultation rooms available. • The windows have one way reflective glass which prevents looking in from the outside. • For patients who are sent to Radiology for tests – patients gowns are made available. • There are also changing rooms available and these are lockable from the inside. • Staff are aware of domestic violence issues and the protocols in place. 	<ul style="list-style-type: none"> • Whilst members of staff are aware of domestic violence issues, they are not aware of NHS Greater Glasgow & Clyde's Gender-Based Violence Policy/Work Plan.
Ethnicity	<ul style="list-style-type: none"> • The Unit is aware of NHS Greater Glasgow and Clyde's Interpreting Policy and Procedures. The Unit had also received the updated interpreting resources which includes posters and language cards. • If an interpreter is used this is documented in the case notes. • Staff are aware of the implications of patients preferring to use a family member or friend. This is always documented in the case notes. • The Unit has access to telephone interpreting for emergency situations. • The Unit has access to the British Red Cross Emergency Multi-Language phrasebook. • Besides English, specific information about the Minor Injuries Unit is available in seven different languages. • Staff are aware that there can be cultural issues with some patients during treatment and respect their personal preferences and choices. 	<ul style="list-style-type: none"> • Ethnicity data is not recorded.

<p>Disability</p>	<ul style="list-style-type: none"> • There is a drop off zone and 10 disabled car parking spaces outside the entrance to the Minor Injuries Unit (Additional disabled car parking spaces are available throughout the site including the underground car park). • There are automatic doors to the entrance of the Unit. The doors within the department which are currently fire doors are in the process of being made automatic doors. • There are toilets adapted for patients with disabilities. • The reception desk has been lowered appropriately for people who use wheelchairs. • The reception desk has a built-in loop system for patients who are hard of hearing or deaf. • If a patient was deaf or hard of hearing this would be highlighted so that staff would go and get the patient rather than calling out their name. • All doors are wide enough to accommodate wheelchairs. • There is a mixture of chairs available in the waiting area; i.e. chairs with head and arm rest. • The clinical assessment would highlight if a patient has any disabilities. If they have then this is recorded in the case notes. • Some patients may not be willing to disclose if they have mental health problems but the clinical assessment may indicate that they have (staff would ask the patient about their medications they take). • Staff are aware of NHS Greater Glasgow and Clyde's Interpreting Policy and Procedures. The Unit had also received the updated interpreting resources which includes posters. • The Unit has flashing fire alarms. It is also staff's responsibility to ensure that all patients vacate the premises. • If a patient had a learning disability, staff would ensure that they used appropriate terminology to aid their understanding. If they wished their carers, could accompany them at all times. • For patients that have eye problems and may not read, there are large print information leaflets that include pictures. . • For patients with communication difficulties, staff can access picture boards to aid communication. 	<ul style="list-style-type: none"> • Staff were unsure if there was a portable loop system available in the clinical areas i.e. treatment rooms. • Staff were unsure if the Television in the waiting room had subtitle facilities.
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Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the importance of using appropriate terminology; e.g. partner. • Staff are aware that same sex couples may be affected by domestic violence. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • The Unit has access to a Religions and Cultures Manual. • Staff can signpost patients to the Sanctuary if they wish to pray (The Sanctuary has ablution facilities). • Staff are aware of religious festivals and are taken into account if appropriate to treatments. • Staff are aware of the importance of Articles of Faith to the patient during assessment and treatment (For example, the five articles of faith worn by Sikhs). • If a patient had any queries regarding the contents of medication staff can contact the Pharmacy Department for advice or check the British National Formulary (BNF). 	<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. • The Unit only treats patients from the age of five upwards (Younger children should access the Emergency Department at Yorkhill Hospital). • Staff have accessed Child Protection Training and aware of the Child Protection Guideline. • Baby changing facilities available. • There are some toys available to keep children entertained whilst waiting. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	Members of staff direct patients who are on benefits and entitled to reclaim their travelling expenses to the Cash Office.	<ul style="list-style-type: none"> • No negative impact identified.

