

It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:

**Lower Hub, Gartnavel Royal Hospital**

Please tick box to indicate if this is a :      Current Service    yes       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 lower hub of Gartnavel Royal Hospital is the initial point of contact to the hospital for service users and visitors. It houses facilities used by patients, staff and visitors. These facilities include reception, café, family friendly room and toilets. There is lift and stair access to the upper floor.

Who is the lead reviewer and where based?

Maureen Gordon, Project Nurse, Upper Hub, Gartnavel Royal 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):

Adult In Patient Services Manager, Mental Health-- Who Cares ?( user and carer group perspective) , Ward Manager, Reception staff, one carer who was visiting (for visitor perspective)

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<p><b>Gender</b></p>	<ul style="list-style-type: none"> <li>• Family friendly room</li> <li>• Baby changing facilities</li> <li>• Secure entry system out of hours</li> <li>• Visiting catered for in afternoon and evening</li> <li>• Reception staffed until 10.00pm</li> <li>• Alternate visiting hours can be arranged via the wards</li> <li>• Staff receive training in customer care</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of hospital maps—staff identified that some people find themselves repeating journeys as they try to find their way about ( relevant to all categories)</li> <li>• Lack of promotion re family friendly room</li> <li>• Buses/transport to facility only stop at entrance to Gartnavel General or Hyndland Station and a considerable walk to the site</li> </ul>
<p><b>Ethnicity</b></p>	<ul style="list-style-type: none"> <li>• Access to interpreters</li> <li>• How to contact interpreters is included in staff induction programme</li> <li>• Use of international symbols to mark toilets</li> <li>• Reception staffed until 10.00pm</li> </ul>	<ul style="list-style-type: none"> <li>• Signage all in English</li> </ul>
<p><b>Disability</b></p>	<ul style="list-style-type: none"> <li>• Wide corridors</li> <li>• Wide circulation area</li> <li>• Non slip floors and barrier matting</li> <li>• Reflective strip on glass door</li> <li>• Ramp is in situ for easy entrance</li> <li>• Contrasting colours mark external stairs</li> <li>• Lifts with easy reach buttons</li> <li>• Lift maintenance programme</li> <li>• No glass barriers at reception</li> <li>• Low area at reception desk</li> <li>• Automatic doors at entrance to hospital</li> <li>• There is a hearing loop</li> <li>• Staff are aware of how to access BSL interpreters</li> <li>• Accessible toilet is clearly indicated using</li> </ul>	<ul style="list-style-type: none"> <li>• Sanctuary, patient affairs, advocacy, physiotherapy and Occupational Therapy all upstairs.</li> <li>• Lack of clarity among staff about availability of hearing loop and no system to check that it works.</li> <li>• Signage to direct people to the ramp is absent</li> <li>• Signage to indicate arrival at GRH and welcome signage could be more prominent</li> <li>• Unauthorised cars parked in disabled bays</li> <li>• Unauthorised parked vehicles directly behind disabled bays making reversing difficult</li> <li>• No handrails on entrance stairs</li> </ul>

	<p>international symbols</p> <ul style="list-style-type: none"> <li>• Disabled parking</li> <li>• Low level handles to toilets</li> <li>• Good lighting – for visual impairment and access to signing services for the deaf</li> <li>• Disabled Parking</li> <li>• Reception staff know how to access aids such as wheelchairs</li> <li>• Reception staff know how to access transport options and this is included in induction programmes</li> <li>• Staff attitude identified as caring and considerate</li> <li>• Plans are in place to provide handrails</li> <li>• Plans are in place to provide zebra crossings</li> <li>• Reception staffed until 10.00pm</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of Zebra crossings</li> <li>• Menu displays could be better situated for access to view</li> <li>• Fire exit signage could be more prominent</li> <li>• Outside seating for rest stops</li> <li>• Moving out of the entrance area, there could be more dropped kerbs</li> <li>• Buses/transport to facility only stop at entrance to Gartnavel General or Hyndland Station and a considerable walk to the site</li> </ul>
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• Reception staffed until 10.00pm</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact</li> </ul>
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>• Use of sanctuary and ablution room</li> <li>• Multi Faith room</li> <li>• Chaplaincy services available</li> <li>• Staff are able to direct people to the services mentioned above</li> </ul>	<ul style="list-style-type: none"> <li>• No promotion of available services in the lower hub</li> </ul>
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>• Family friendly room with toys and activities available for different child age groups</li> <li>• Baby changing room</li> <li>• Ramp entrance for prams etc</li> <li>• Lift facility</li> <li>• Reception staff know how to access aids such as wheelchairs</li> <li>• Reception staff know how to access transport</li> </ul>	<ul style="list-style-type: none"> <li>• Buses/transport to facility only stop at entrance to Gartnavel General or Hyndland Station and a considerable walk to the site</li> </ul>

	<p>options and this is included in induction programmes</p> <ul style="list-style-type: none"> <li>• Reception staffed until 10.00pm</li> </ul>	
<p><b>Social Class/ Socio-Economic Status</b></p>	<ul style="list-style-type: none"> <li>• Facility has been designed with the aim of reducing stigma</li> <li>• Café at entrance with affordable prices</li> <li>• Travel expenses can be re-imbursed</li> </ul>	<ul style="list-style-type: none"> <li>• Buses/transport to facility only stop at entrance to Gartnavel General or Hyndland Station and a considerable walk to the site</li> </ul>
<p><b>Additional marginalisation Homeless Substance misuse Mental ill health</b></p>	<ul style="list-style-type: none"> <li>• Buzzer and entry systems to ward protects identity of people</li> <li>• Discreet entrance available</li> <li>• Café with reasonable prices</li> <li>• Reception staffed until 10.00pm</li> <li>• Café open to all</li> <li>• Alarm systems are in place with buzzers and flashing lights</li> </ul>	<ul style="list-style-type: none"> <li>• Buses/transport to facility only stop at entrance to Gartnavel General or Hyndland Station and a considerable walk to the site</li> </ul>

**Actions**

	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b><u>Cross Cutting Actions</u></b>		
<p>1. Improve visibility of signage</p> <ul style="list-style-type: none"> <li>• At reception</li> <li>• On entering via automatic doors</li> <li>• Car park entrance</li> <li>• Showing where fire exit is</li> </ul>	09/09	C.S
<p>2. Provide signs directing people to the ramps</p>	09/09	C.S
<p>3. Review current use of international symbols and compare with what is available</p>	10/09	M.G and C.S
<p>4. Introduce new symbols as indicated by action point number 3</p>	01/10	M.G and C.S

5. Track progress of the planned provision of zebra crossings and handrails for external steps	10/09	C.S
6. Raise the need for hospital maps within the Gartnavel grounds with other services on the Gartnavel campus and agree actions around provision of maps	01/10	C.S via capital planning
7. Check status of hearing loop	10/09	M.G and C.S
8. Promote availability and information around the hearing loop	11/09	M.G and C.S
9. Provide rest stops on path leading to the entrance of Gartnavel Royal	01/10	C.S
10. Influence the CHCP transport group re provision of bus service to the Hub	09/09	C.S
11. Influence budget holders on the need to provide additional kerb drops between the Hub and McNiven House	09/09	C.S
12. Promote availability of family friendly room	09/09	M.G
<b><u>Specific Actions</u></b>		
1. Plan and establish patient information point / stand which would include information about GRH facilities and transport timetables	04/10	M.G, C.S , R.H and E.Mc
2. Resolve issues around unauthorised parking	10/10	C.S, M.G, I.D and CP Plus

3. Provide additional menu displays away from the area that people queue for service	01/10	E.S and R.W
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Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date:

Update – 14/08/09

Cross cutting actions

- CS is meeting with a representative from a national signage company week beginning 17/08/09 and will take advice re all actions relating to sitinfg of signage, on ordering “no through” signage , on imroving signage related to all points raised and on the availability of the different international signage.
- When we have more information re international signs CS and MG will do a walkabout and compare availability with what we currently have.
- The fire officer will review fire signs
- External handrail costs have been approved and we are currently waiting on costs from the contractors re zebra crossings
- Two hearing loops are available –one at GRH reception and one in the Millan Suite. CS and MG are meeting w/b 17/08/09 to look at how these are maintained and level of calibration that may be required. At that meeting there will be discussion around signage and awareness raisng.
- The issue around provision of rest stops on the pathway leading to GRH is under consultation
- CS is liaising with the transport group re the provision of a bus service to GRH hub. Anniesland Carers Centre have supplied leaflets detailing an evening visitor transport service. MG will distribute these around the wards.
- The issue around kerb drops is being discussed at the local operational group with the maintenance provider and capital planning

### Specific actions

- MG has met with the staff at Anniesland Carers Centre. They will consult with their carers about what information they feel should be available at a patient information point.
- The issues around inauthorised parking has been brought to the attention of CCP who manage our parking facilities
- Issue around the siting of the menu display has been raised with the manager of the service

Lead Reviewer:	Name:	Maureen Gordon
Sign Off:	Job Title	Project Nurse
	Signature	Maureen Gordon
	Date:	02/07/09

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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