

**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:

NHS Greater Glasgow and Clyde's Public Partners Involvement in Cleaning Services Monitoring, Facilities Directorate.

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).

An integral part of the NHS Scotland National Cleaning Services Specification (2004) is the Monitoring Framework. Launched in 2005 the framework includes peer/public review.

A public partner is part of an independent team assessing the monitoring of cleaning standards. Public partners are recruited from Public Partner Forum's and Patient Focus Public Involvement networks. An advertisement is circulated to the Public Partner Forum's and Patient Focus Public Involvement networks. Anyone interested is sent an Expression of Interest form. When this is returned, they are invited to attend a 2 part training awareness session. If the person still wants to proceed they are asked to sign a Working Agreement Form, pending an enhanced disclosure check.

Each team consists of a Visiting Team Lead (a representative from the Facilities Directorate independent of cleaning services); Infection Control Nurse; Cleaning Services Manager; Public Partner. The Team leads are advised which hospital site and Directorate to visit. The team lead coordinates the visit and the Public Partner selects at random which ward or department to visit from a specified Directorate. There is also one unspecified visit on the same day which is also unannounced. Visits can be outwith office hours for access reasons e.g. visiting Health Centres and clinics earlier in the morning or later in the evening.

This initiative has been awarded the Innovation Award (Health Facilities Scotland) and the Paul Taylor (Health Facilities Award) in 2008

Who is the lead reviewer and where based?

Elisabeth Sutherland, Site Facilities Manager, 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):

Site Facilities Manager: Hotel Services Co-ordinator; Community Engagement Manager; Infection Control Nurse; 2 Public Partners; Equality & Diversity Assistant (Acute Division) and Senior Equality and Diversity Adviser.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none">• All public partners are asked to sign a Working Agreement Document which states what the public partners commitment is and what NHS Greater Glasgow and Clyde's commitment is.• All public partners are required to have an enhanced disclosure check.• Annual development sessions are held and these are based on Public Partner consultation and feedback including: training awareness sessions; previous development sessions; and review visit experiences and outcomes• After each development session, public partners are asked to complete an evaluation form. The feedback is incorporated into future development sessions.• For visits out of hours, facilities staff will arrange transport for the public partners if required• Visits can be arranged based on the public partner's geographical location.	<ul style="list-style-type: none">• Equality data is not recorded
Gender	<ul style="list-style-type: none">• There are a mixture of male and female public partners.	<ul style="list-style-type: none">• No issues identified.
Ethnicity	<ul style="list-style-type: none">• Public partners are asked if they have any additional needs and this is documented e.g. communication issues.	<ul style="list-style-type: none">• Some issues were identified in relation to delivering training through an interpreter i.e. some of the presenters had never

	<ul style="list-style-type: none"> • Staff are aware of how to book interpreters for public partners. • Staff have been able to accommodate request for female interpreters only. • Information for Public Partners can be made available in other languages upon request. 	<p>worked with an interpreter before.</p>
Disability	<ul style="list-style-type: none"> • Public partners are asked if they have any additional needs and this is documented. • Disabled parking spaces are available • Facilities staff can arrange transport for the public partners if required • The awareness session evaluation form asks about the suitability of the venue and the content of the session i.e. was it easy to understand. • Venues for training and development days are always assessed from a disability access point of view. • Staff are aware of how to book a British Sign Language interpreter • Examples were given of how staff had arranged 1 to 1 training sessions to accommodate people with learning disabilities. • Staff would be able to accommodate a public partner's carer (who would also need to undergo an enhanced disclosure). • Visits can include walking for prolonged periods however there are rest breaks to accommodate people's needs. • Staff have pro actively recruited public partners from Mental Health Networks 	<ul style="list-style-type: none"> • A portable loop system is not available. • Information is not available in other formats (to date there have been no request for this). • One of the issues raised at the Development Session in 2009 was that presentation should use a larger font size and less jargon (acronyms).
Sexual Orientation	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • No negative impact identified.

Religion and belief	<ul style="list-style-type: none"> • If a public partner requests an area to pray then this can be accommodated during site visits • Public partners are asked if they have any additional requirements. If they have, then this can be accommodated eg,dietary,transport,carers • Religious holidays are taken into account when arranging visits, training or development sessions. 	<ul style="list-style-type: none"> • No negative impact identified.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Visits can be arranged to accommodate parents (i.e. no visits programmed during school holidays, visits arranged during school hours). • Public partners can choose which areas they wish to visit. (Some public partners prefer not to visit children's wards or hospitals). 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Public Partners are reimbursed for travelling expenses if necessary including visits, development sessions and training sessions. 	<ul style="list-style-type: none"> • No negative impact identified.
Additional marginalisation	<ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • No negative impact identified.

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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