

**NHS Greater Glasgow and Clyde  
Equality Impact Assessment Tool For Strategy, Guidance and Plans**

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

**Name of Strategy, Guidance or Plan**

NHS Greater Glasgow and Clyde's Guide on Assistance Dogs

**Please tick box to indicate if this is a : Current Strategy, Guidance or Plan**

**New Strategy, Guidance or Plan**

**Brief description of the above: (Please include if this is part of a Board-wide Strategy, Guidance or Plan or is locally determined).**

This guidance is to assist staff in delivering services which are open and accessible to all disabled people using assistance dogs. The guidance applies to all employees of NHS Greater Glasgow and Clyde, patients, carers and visitors in all NHS premises.

**Who is the lead reviewer and where based?**

Anne Taylor, Equality and Diversity Advisor, Dalian House.

**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, Infection Control; Senior Charge Nurse, Day Surgery Unit; Practice Manager, GP Surgery; Corporate Inequalities Manager for Disability; Commissioning Manager; Facilities Manager; Quality Co-ordinator; Equality and Diversity Assistant.

Representative from Hearing Dogs for Deaf People; Guide dog owner.

## Impact Assessment – Equality Categories

Equality Category	Positive Impact	Negative Impact
<b>Gender</b>	<ul style="list-style-type: none"> <li>• The guidance has an equality and diversity statement.</li> </ul>	<ul style="list-style-type: none"> <li>• Some gender pronouns are used. (Page 13).</li> <li>• Visitors are not referred to consistently throughout the guidance.</li> <li>• It is not always clear that the guidance applies to all NHS premises.</li> </ul>
<b>Ethnicity</b>	<ul style="list-style-type: none"> <li>• The guidance has an equality and diversity statement.</li> </ul>	<ul style="list-style-type: none"> <li>• Visitors are not referred to consistently throughout the guidance.</li> <li>• It is not always clear that the guidance applies to all NHS premises.</li> </ul>
<b>Disability</b>	<ul style="list-style-type: none"> <li>• The guidance has an equality and diversity statement.</li> <li>• The following organisations were involved in the development of this guidance:               <ul style="list-style-type: none"> <li>➤ The Guide Dogs for the Blind</li> <li>➤ Hearing Dogs for Deaf People</li> <li>➤ Deafblind Scotland</li> <li>➤ Assistance Dog owners</li> </ul> </li> <li>• This guidance was sent to Royal National Institute for Deaf People (RNID) and Royal National Institute for Blind People (RNIB).</li> <li>• The guidance takes cognisance of the Disability Discrimination Acts.</li> <li>• The guidance recognises that it is important to discuss with the patient what should happen to the assistance dog whilst they are in hospital.</li> <li>• The guidance is in Arial 12 which is the minimum recommended by the Royal National Institute for the Blind.</li> <li>• The appendix includes useful contact details</li> </ul>	<ul style="list-style-type: none"> <li>• This guidance does not apply to the Scottish Ambulance Service.</li> <li>• There is no reference to Therapet in the guidance (using pets as therapy for patients which is run by volunteers).</li> <li>• Visitors are not referred to consistently throughout the guidance.</li> <li>• It is not always clear that the guidance applies to all NHS premises.</li> <li>• Some of the text is not visually friendly i.e. the use of forward slashes.</li> </ul>

	for staff.	
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>The guidance has an equality and diversity statement.</li> </ul>	<ul style="list-style-type: none"> <li>Visitors are not referred to consistently throughout the guidance.</li> <li>It is not always clear that the guidance applies to all NHS premises.</li> </ul>
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>The guidance has an equality and diversity statement.</li> </ul>	<ul style="list-style-type: none"> <li>Further, explanation required in relation to the statement why there would be objections under religious beliefs to assistance dogs (Page 8).</li> <li>Visitors are not referred to consistently throughout the guidance.</li> <li>It is not always clear that the guidance applies to all NHS premises.</li> </ul>
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>The guidance has an equality and diversity statement.</li> </ul>	<ul style="list-style-type: none"> <li>Visitors are not referred to consistently throughout the guidance.</li> <li>It is not always clear that the guidance applies to all NHS premises.</li> </ul>
<b>Social Class/ Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>The guidance has an equality and diversity statement which takes cognisance of socioeconomic status and social class.</li> </ul>	<ul style="list-style-type: none"> <li>No negative impact identified.</li> </ul>
<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>No issues identified.</li> </ul>	<ul style="list-style-type: none"> <li>No negative impact identified.</li> </ul>

**Actions to address negative impacts**

	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b>		

<p><b>Specific Actions</b></p> <ul style="list-style-type: none"> <li>• Remove all gender pronouns from the guidance.</li> <li>• Send a copy of the guidance to the Scottish Ambulance Service for information.</li> <li>• Remove all forward slashes from the guidance as this is not visually friendly.</li> <li>• Ensure that visitors are referred to consistently throughout the guidance</li> <li>• Include a statement regarding 'Therapet' which is covered in another guidance.</li> <li>• Include a rider which states that the guidance applies to all NHS premises which includes ward, outpatient department's; GP surgeries and dental surgeries.</li> <li>• An explanation is required regarding why there may be religious objections to assistance dogs.</li> </ul>	<p>AT AT AT AT AT AT AT AT AT</p>	<p>September 2009 December 2009 September 2009 September 2009 September 2009 December 2009 September 2009  December 2009</p>
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**Ongoing Review. Please write the date when the guidance and EQIA will be reviewed.**

**March 2010**

**Lead Reviewer: Name: Anne Taylor**  
**Sign Off: Job Title Equality and Diversity Advisor**  
**Signature**  
**Date: 14/10/09**

**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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