

**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:**

Involving Patients and the Public in the development of the New South Glasgow Adult 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 new 14 floor South Glasgow adult hospital building is due to be completed by early 2015. It will be one of the largest acute hospitals in the UK and home to major specialist services such as renal medicine, transplantation and vascular surgery, with state of the art Critical Care, Theatre and Diagnostic Services.

NHS Greater Glasgow and Clyde's Community Engagement Team have undertaken an extensive programme with stakeholders to ensure that the public are involved in the planning and building of the New South Glasgow Adult Hospital. This commenced in 2005 and has included meetings with local partnerships and fora, community groups, community councils and local authority area committees. This was to find out how and when they would like to be kept informed of developments. Patients, volunteers and carers have been informed of the plans by participating in a series of workshops and surveys to ascertain their views on the design and layout of the new hospital.

The Community Engagement Team:

- Continue to work with patients, carers and volunteers to make sure their views help shape the new hospital.
- Hold regular briefings to community groups and local interests
- Host public events to take information out to the wider community

The Community Engagement Team has tried to ensure that patients and carers and everyone who will use the new hospital are right at the heart of planning for the new building, and a number of working groups have been established to help the Project Team and Brookfield Europe LP plan the best facilities possible. This includes the following two key groups:

- The Community Engagement Advisory Group (CEAG) was established to provide support and guidance to the new adult hospital project team to ensure the needs of patients, carers and the wider hospital community inform planning for the new adult hospital.
- The Better Access to Health Group (BATH) which was established to support engagement on physical access issues around the New South Glasgow Hospitals Project. **For the purposes of this EQIA this report only assesses engagement linked to the workplan of the Community Engagement Advisory Group.**

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

Rory Farrelly, Nurse Director, Acute Services Division

**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):**

Community Engagement Managers x 2, Assistant Nurse Director, Nurse Director, Equality & Diversity Assistant, Quality Co-ordinator

**Impact Assessment – Equality Categories**

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"><li>• An information leaflet was developed in 2008 to encourage members of the public to get involved in the New South Glasgow Hospital. The leaflet was distributed to the main adult hospitals affected by the change and was used by the team during their community outreach programme during 2008-10.</li><li>• In 2005 questionnaires were distributed to in-patients to ascertain their views on the physical environment of a new hospital. The questionnaire was used in Medical and Surgical wards. In total 181 responses were gathered.</li><li>• In 2006 focus groups were held with 61 participants including:<ol style="list-style-type: none"><li>1. Volunteers</li><li>2. Carers</li><li>3. Disabled people</li><li>4. Black and Minority Ethnic Communities</li><li>5. Homelessness</li><li>6. Patients (Including representation from the Spinal Injuries Unit)</li></ol></li></ul> <p>The format for the group asked participants questions on:</p> <ol style="list-style-type: none"><li>1. What was positive about existing hospital</li></ol>	The leaflet did not include a statement that information is available in other formats upon request.

provision?

2. What could be done better?

3. Vision for the New South Glasgow Hospital?

A report of this work was produced and disseminated to everyone who participated in the workshops.

- Workshop sessions 2009 – 16 workshops involving over 175 people from a range of groups and communities. Invitations were sent to the Family and Youth Panel for the New Children's Hospital; the Acute Operating Division Patient's Panel; the Community Engagement Advisory Group for the New Adult Hospital; the Better Access To Health Group disability access group; relevant Public Partnership Forums; Managed Clinical Networks; voluntary and patient organisations. These workshops covered access and wayfinding; external areas; wards and single rooms for the Adult Hospital; wards and single rooms for the Children's Hospital; Accident and Emergency; Carer facilities; play areas; outpatients; the Bereavement Pathway; Adolescent areas. A range of supports were put in place to assist participation and a report of the process was produced.
- The Community Engagement Team has attended local events and shopping centres to raise awareness about the New South Glasgow Hospital. (For example, the Avenue Shopping Centre, Newton Mearns; Asda, Govan; Sainsbury's, Drumchapel).
- A hospital radio advert was produced to make patients aware of the opportunities to get involved in the New South Glasgow Hospital.
- Members of the Community Engagement Advisory Group visited the Golden Jubilee Hospital to see how single rooms are managed.

	<ul style="list-style-type: none"> <li>• Members of the Community Engagement Advisory Group were invited to visit a 'mock up' of what a single room will look like in the new hospital.</li> <li>• The Community Engagement Team has provided briefings to community groups including the Greater Glasgow Pollok Carers Group; Glenfarg Patients Group; Dalmuir Carers Group; Civil Service Fellowship; Bothwell Rotary Club; Busby Parish Church Women's Guild.</li> <li>• Carers expenses can be reimbursed.</li> </ul>	
<b>Gender</b>	<ul style="list-style-type: none"> <li>• The Community Engagement Team has provided briefings to community groups including the Greater Glasgow Pollok Carers Group; Glenfarg Patients Group; Dalmuir Carers Group; Civil Service Fellowship; Bothwell Rotary Club; Busby Parish Church Women's Guild.</li> </ul>	No negative impact identified.
<b>Ethnicity</b>	<ul style="list-style-type: none"> <li>• The Community Engagement Team has attended local events such as the Glasgow Mela event (a multi-cultural music and dance festival which is organised by the Scottish Academy of Asian Arts) to raise awareness of the New South Glasgow Hospital.</li> <li>• Interpreters can be organised as and when required.</li> <li>• Information can be provided in other formats upon request.</li> <li>• Briefings to community groups included Glasgow South East Carers Centre; Roshi Womens Group; Glasgow Chinese Healthy Living Centre.</li> </ul>	<ul style="list-style-type: none"> <li>• The newsletter does not include a statement that information is available in other formats upon request.</li> </ul>
<b>Disability</b>	<ul style="list-style-type: none"> <li>• All engagement venues are selected on the basis of accessibility, acoustics and comfort. (The Community Engagement Advisory Group meets in the Langlands Building as it has disabled</li> </ul>	<ul style="list-style-type: none"> <li>• The newsletter does not include a statement that information is available in other formats upon request.</li> </ul>

	<p>parking outside the entrance; automatic doors; lifts; accessible toilets).</p> <ul style="list-style-type: none"> <li>• Communication support can be arranged as and when required.</li> <li>• Information is provided in a minimum size of Arial 12.</li> <li>• Information is provided in larger print and other formats upon request.</li> <li>• One to one support is available if required.</li> <li>• Transport can be arranged for participants.</li> <li>• The Community Engagement Team can be contacted in a variety of ways; telephone, email or by post.</li> <li>• A member of the Community Engagement Advisory Group is also a member of the Better Access to Health disability group</li> <li>• Briefings have been given to disability groups including Plan it South East; Sense Scotland Parents Group; Epilepsy Scotland.</li> </ul>	
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• The Community Engagement Team has undertaken outreach at the Pride 2010 Event in Glasgow.</li> </ul>	No negative impact identified.
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>• There is a separate strand of work in place to engage with Spiritual Care communities via NHS Greater Glasgow and Clyde's Spiritual Care Committee.</li> </ul>	No negative impact identified.
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>• The Community Engagement Team has provided briefings to community groups including the Clydebank Seniors Forum;</li> <li>• The Community Engagement Team has attended local events such as the Castemilk Family Day to raise awareness about the New South Glasgow Hospital.</li> <li>• On occasions crèche facilities have been made available e.g. focus group events.</li> </ul>	No negative impact identified.

	<ul style="list-style-type: none"> <li>Children and young people are engaged with in a separate piece of work incorporating a New Children's Hospital Youth Panel and a Family Panel. The Community Engagement Advisory Group has worked in partnership with the youth and family panels in a range of design workshops and planning events. In addition the Community Engagement Advisory Group includes a representative from the Youth Panel</li> </ul>	
<b>Social Class/Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>Members of the Community Engagement Advisory Group (CEAG) are reimbursed for travelling expenses.</li> <li>Events were held in local communities to engage with a wider audience.</li> <li>Community engagement on transport and access issues is lead through a separate but linked forum (the Transport and Access Forum).</li> <li>Carers expenses can be reimbursed.</li> </ul>	No negative impact identified.
<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>Community outreach in local venues and supermarkets gave people with low levels of literacy the chance to view the plans and ask questions due to the number of visual aids on display.</li> </ul>	No negative impact identified.

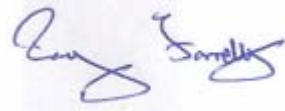
<b>Actions</b>	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b>		
<b>Specific Actions</b>		

<ul style="list-style-type: none"> <li>Ensure that all information includes a statement that it is available in other formats upon request.</li> </ul>	As required.	Community Engagement Team (CET)
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**Ongoing 6 Monthly Review**      **Please write your 6 monthly EQIA review date:**

July 2011

**Lead Reviewer:**      **Name:**                      **Rory Farrelly**  
**Sign Off:**              **Job Title**                      **Nurse Director**



**Signature**  
**Date:**                      **18.3.11**

Please email copy of the completed EQIA form to [Jacqueline.Russell@ggc.scot.nhs.uk](mailto:Jacqueline.Russell@ggc.scot.nhs.uk)

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