

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:

Ophthalmology Outpatients at the Southern General 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).

Ophthalmology Outpatients diagnoses and treats eye problems such as trauma, cataracts, diabetic eye diseases, congenital and genetic eye problems. The Outpatients Clinics include: Ocular Plastics; Nurse led Post operative checks; Glaucoma; Orthoptics; Optometry; Medical retinal; Corneal and Minor Lid General Eye Clinics

Referrals are from GP's, Accident and Emergency and Hospital Consultants. The Department treats a wide range of age groups.

Who is the lead reviewer and where based?

Fiona Rogan, Lead Nurse for Ophthalmology and ENT (Ear, Nose and Throat), Southern General 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):

Lead Nurse; Sister; Staff Nurse; Ward Clerkess; Clerical Officer; Senior Staff Nurse; Senior Equality and Diversity Advisor; 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 database. • The staff try to accommodate choice of health professional when possible. If this isn't possible, chaperoning would be provided. • When interpreters are required, staff request a same sex interpreter. • There are separate male and female toilets available. • Staff are aware of the Gender Based Violence policy and would access the staff intranet for more information. 	<ul style="list-style-type: none"> • Gender statistics are not routinely collated.
Ethnicity	<ul style="list-style-type: none"> • Staff are aware of NHS Greater Glasgow & Clyde's interpreting policy and procedures and how to book an interpreter. • Some staff are bilingual and can be used to interpret in emergency situations. • Ethnicity is recorded in the patient information system. 	<ul style="list-style-type: none"> • There can be issues with patients preferring to use family members to interpret. In these cases this is documented in the case notes. • There is a lack of translated patient information. • Although ethnicity data is recorded it is not routinely collated.
Disability	<ul style="list-style-type: none"> • The department is on the ground floor of the building. • There is disabled parking outside the building and a drop off point. • There is a ramp for wheelchair users into the building. • There is a mixture of different types of chairs (arms and height). • The department is wheelchair accessible. • There is a picture album which can be used as a visual aid to back up verbal information. • There is a loop system in the department and posters 	<ul style="list-style-type: none"> • The Hospital Information System (HIS) does not always highlight that people have additional needs e.g. need a sign language interpreter or that a person has a learning disability.

	<p>are displayed showing that this is available.</p> <ul style="list-style-type: none"> • Some staff have accessed Deaf Awareness Training. • A member of staff is trained to use makaton. • Staff are aware of how to access a sign language interpreter • A hoist can be accessed when required. • Patient information is available in larger print. • There are some patient information audio tapes available. • Some of the eye drops have Braille instructions on the packaging for patients who are blind. • Staff are aware of the importance of guide dogs being allowed in the department. • The department try to offer flexible appointment times for people with additional needs. For example, longer appointment times for people with learning disabilities in eye pre-assessment . • In conjunction with The Learning Disability Service, relevant information from the Eye Department is written into a diary which many people with a learning disability carry for continuity of care. • The Lead Nurse had undertaken a research project 'To seek the views and experiences of carers of people with Downs Syndrome accessing healthcare and their awareness of associated visual problems in the person they care for'. This highlighted issues regarding communication e.g. medics speaking to carer rather than the patient and patient not having enough time at their appointment. 	
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the importance of using appropriate terminology. 	No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • The department has access to a Religions and Cultures Manual. 	No negative impact identified.

	<ul style="list-style-type: none"> • Some staff have attended Religion and Belief Training. • Staff can direct patients to the Chaplaincy Department if they wish to pray. • Staff are aware of religious festivals and how this can impact on the patient's treatment e.g. medication during Ramadan. 	
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • There are baby changing facilities available. • When requested staff can provide a room for breast feeding. • There is a small play area for children who come to the department. • The department has links to Yorkhill Hospital for children and younger patients. These links can help younger patients with the transition from children's services to adult services. • There are specific paediatric clinics. • Staff can access patient information specifically for children. • Staff try to provide flexible appointment times e.g. outside school hours. • Patients are encouraged to bring relatives to accompany them to their appointment. (Patients tend to be older as some eye conditions are age related). 	<ul style="list-style-type: none"> • Patient transport can be a problem as it can be cancelled at the last moment and the patient is unable to attend their appointment.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Travelling expenses can be reimbursed at the cashier's office. 	<ul style="list-style-type: none"> • Patients have to have the appropriate documentation to claim their travelling expenses. Although it is highlighted in patient information what documentation is required.

Additional marginalisation	<ul style="list-style-type: none"> The department can contact the Social Work Department as and when required. Staff are aware of NHS Greater Glasgow and Clyde's alcohol and drug policy and can signpost patients to the Addiction's Liaison Service. For patients in the criminal justice system staff are aware that all correspondence should be sent to the Prison. The prison service carries out a risk assessment of the department. 	<ul style="list-style-type: none"> No negative impact identified.
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Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions	6/11/09	Fiona Rogan
	Date for completion	Who is responsible?(initials)
Specific Actions <ul style="list-style-type: none"> The Service will produce a database of staff that are bilingual for use in emergency situations. Distribute the Communication Support and Language Plan to relevant staff. Circulate the updated Interpreting Policy, Procedures and posters once they are finalised. Review staff training with regards to equality and diversity. Circulate suitable resources regarding translated information to staff. For example, NHS24, Polish Information. Circulate 'Good LGBT Practice in the NHS' and 'Not Just a Friend' to staff. Explore how to make sure that the department is aware of the patient having additional needs. Ensure that when a patient prefers to use a family member to interpret that this is documented in the case notes. Check that patient information highlights what documentation is needed to reclaim travelling expenses. 	6/11/09 6/11/09 6/11/09 6/11/09 6/11/09 6/11/09 6/11/09 6/11/09 6/11/09 6/11/09	S. M. S.M. S.M S.M S.M. S.M. SM SM SM FR

<ul style="list-style-type: none"> Record the number of cases where patients are unable to attend an appointment due to patient transport being cancelled. Investigate the possibility of collating diversity data. 	6/11/09	SM
	6/11/09	SM

Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date:

Wednesday 17th March 2010

Lead Reviewer: Name: **Fiona Rogan**
 Sign Off: Job Title: **Lead Nurse**
 Signature
 Date: **6/5/09**

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

Irene Mackenzie, Corporate Information and Development Manager, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.