

**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:

Oral Medicine, Glasgow Dental Hospital and School

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).

Oral Medicine involves the diagnosing and treating medical problems involving the mouth, salivary glands or jaws. Oral Medicine does not involve any surgical treatment but patients may be referred onto other specialities if required.

This service is provided at the Glasgow Dental Hospital and is an outpatient service (Monday – Friday from 8.45am to 4.30pm), covering the West of Scotland including the Highlands and Islands.

Referrals come from General Practitioner's (GP's) and General Dental Practitioner (GDP's).

The Service is staffed by 4 Consultants; 1 Locum Consultant; Senior House Officer, Foundation Trainees; Dental Nurses and Reception staff.

Who is the lead reviewer and where based?

Rosemary Waters, Dental Nurse Manager, Glasgow Dental 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):**

Two Dental Consultants; Dental Trainee, Dental Secretary, Dental Receptionist, Dental Nurse Team Leader, Equality and Diversity assistant, Equality and Diversity Adviser

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • All patients are asked how they wish to be addressed. For example, Mr, Mrs Miss, first name. • Patients are assessed on an individual basis and their needs are taken into account when planning their care e.g. communication needs. • Staff use diagrams to explain conditions to patients to help aid their understanding. • The patient’s relatives or carers can accompany them into the consultation room if they wish. 	<ul style="list-style-type: none"> • Not all staff have attended Equality and Diversity training. It is difficult to release large numbers of staff for training.
Gender	<ul style="list-style-type: none"> • Gender data is recorded in the patient information database and can be analysed upon request. • If the referral form requests a same gender practitioner then this can be arranged. Staff Chaperoning is also available. • Transgender patients have used the service and no issues were identified. 	<ul style="list-style-type: none"> • No negative impact identified.
Ethnicity	<ul style="list-style-type: none"> • Ethnicity data is recorded in the patient information system and can be analysed upon request. • Staff are aware of NHS Greater Glasgow and Clyde’s Interpreting Policy and Procedure and book interpreters as and when required. If the referral form includes a request for a same sex interpreter, staff request this. • If a patient insists on a member of the family interpreting on their behalf this is documented in the patients case notes. The patient is encouraged to use an interpreter on subsequent appointments. • Longer appointment times can be made to 	<ul style="list-style-type: none"> • No negative impact identified.

	<p>accommodate interpreting needs.</p> <ul style="list-style-type: none"> Information relating to dental procedures such as tooth extraction, post surgical care and facial pain are available in different languages. Asylum seekers have accessed the service and no issues were identified. 	
Disability	<ul style="list-style-type: none"> The main entrance has automatic doors. Disabled parking is available but spaces must be booked in advance. If a patient has mobility issues, wheelchairs can be provided and porters are available to help the patient if required. A new accessible toilet is currently being installed beside the clinic. There are additional accessible toilets on level 1. Assistance Dogs are welcome and staff are aware of the Assistance Dog Policy. Patients who are deaf, can access the patient focused booking system through BT typetalk. Staff are aware of this service. Reception areas have loop systems and posters are displayed to highlight this. There is a lowered area at the reception desk to accommodate wheelchair users There are flashing light fire alarms for patients who are deaf. There is a hoist available for transferring patients from their wheelchair to treatment chair. Staff have been trained to operate the hoist. Staff can accommodate the patient's relatives or carers. 	<ul style="list-style-type: none"> Signage for the new accessible toilet is in the wrong place (i.e. at the top of the stairs rather than in front of the lift). There are no portable loop system available in the consulting rooms
Sexual Orientation	<ul style="list-style-type: none"> Staff are aware of the Civil Partnership Act and use the appropriate terminology e.g. partner rather than 	<ul style="list-style-type: none"> No negative impact identified.

	<p>husband or wife.</p> <ul style="list-style-type: none"> • There have been no issues relating to any homophobic behaviour. 	
Religion and belief	<ul style="list-style-type: none"> • Religion and belief is recorded in the patient information database and can be analysed upon request. • A prayer room is available for staff. To date no patients have requested this facility but this could be accommodated. • Flexible appointment times are available to accommodate religious festivals. • Staff try to make sure prescribed medication is culturally sensitive for example alcohol free mouth wash. 	<ul style="list-style-type: none"> • No negative impact identified.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Age is recorded in the patient information database and can be analysed upon request. • All staff have attended child protection training • Baby changing facilities are available. • A breast feeding area can be arranged when required. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Travelling expenses can be reimbursed to patients who meet the criteria. There is a poster in the waiting area that explains who is eligible and how to claim expenses. 	<ul style="list-style-type: none"> • No negative impact identified.

Additional marginalisation	<ul style="list-style-type: none"> • Appointment times are allocated to meet the needs of patients attending the clinic. For example, patients travelling from the Islands will be given later appointments to accommodate travel. • People with addictions are assessed and treated on an individual basis. If patients are intoxicated, staff would be unable to treat them and they would be given a new appointment. • People in the custodial service also attend the clinic. There is a protocol in place for this. • Bariatric chairs are available for obese patients. 	<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 <ul style="list-style-type: none"> • Organise equality and diversity training for all staff via the learning and education calendar. Keep record of attendance. Equality and diversity training has been difficult to attend as it is difficult to release large numbers of staff. Circulate information about E-learning Equality and Diversity courses. 	December 2010	Team Leader for DN Lead Clinician for clinicians
Specific Actions <ul style="list-style-type: none"> • Ensure signage for the new accessible toilet is changed. 	August 2010	Capital Planning

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

December 2010

Lead Reviewer: Name:	Rosemary Waters
Sign Off:	<i>K.E. Murray (K.E. MURRAY)</i>
Job Title	<i>DIRECTOR (EAST DUNBAR TOWNSHIPS CHP & BURNHOLM DIRECTORATE)</i>
Signature	<i>: K.E. Murray</i>
Date:	<i>16.09.2010.</i>

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.