

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

Name of Current Service/Service Development/Service Redesign:

Paediatric Services, Glasgow Dental Hospital, Oral Medicine 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).

Paediatric Services includes joint clinics, for example with; Oral Medicine Clinics, Consultant Clinics and Trauma Clinics. These clinics are based on level 5 at Glasgow Dental Hospital. Patients that are very nervous or phobic, those born with missing teeth and those presenting with medical disorders related to the mouth attend paediatric services.

Referrals are from General Dental Practitioners (Dentists); GP's; Community Dental Services and other departments within the Glasgow Dental Hospital. Referrals can also come from other Health Board's.

This service provides treatment from birth to the age of 16.

Who is the lead reviewer and where based?

Fiona Mackenzie, 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):

Dental Nurse Manager; Full Time Training Appointment (FTTA) Paediatric Dentist; Dental Nurse; Dental Nurse Team Leader; Deputy Health Records Manager; Senior Equality and Diversity Advisor; Equality and Diversity Assistant.

Equality Category	Existing Good Practice	Remaining Negative Impact
<b>All</b>	<ul style="list-style-type: none"> <li>• All staff have attended equality and diversity training.</li> <li>• The clinics have bay areas but side rooms are available.</li> <li>• The service is conducting a survey with their users.</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns were raised regarding the location of the reception desk and the lack of privacy for disclosing personal details such as name, address and date of birth. There can be queues at the reception which then block access to the toilets and the fire exits.</li> <li>• There have been some negative complaints from patients about the waiting area. i.e. broken blinds and uneven flooring.</li> </ul>
<b>Gender</b>	<ul style="list-style-type: none"> <li>• Gender data is recorded in the patient information database.</li> <li>• Staff can accommodate requests for same sex health professionals.</li> <li>• To date, staff have not experienced any issues with transgender parents or guardians.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff do not have copies of NHS Greater Glasgow and Clyde's Transgender Policy.</li> </ul>
<b>Ethnicity</b>	<ul style="list-style-type: none"> <li>• Ethnicity data is recorded.</li> <li>• Staff are aware of how to access foreign language interpreters.</li> <li>• Staff adhere to NHS Greater Glasgow and Clyde's Interpreting Policy and are unwilling to use family members to interpret. In emergency situations, bi-lingual staff may be asked to interpret.</li> <li>• Information is available in other languages.</li> </ul>	<ul style="list-style-type: none"> <li>• The staff have encountered issues with organising an interpreter at short notice. (the referral letter has not stated that the patient requires an interpreter).</li> </ul>
<b>Disability</b>	<ul style="list-style-type: none"> <li>• If a patient has any disabilities this is documented in the case notes.</li> <li>• Disabled car parking spaces are available at the hospitals only car park on the roof of the building. (These have to be booked in advance).</li> <li>• The building has a lift which has tactile buttons and an automated voice.</li> <li>• There are accessible toilets available.</li> <li>• The dental chairs have fully retractable arms. This is beneficial for patients who may have mobility issues.</li> <li>• Some of the directional signs are in Braille to assist way</li> </ul>	<ul style="list-style-type: none"> <li>• The reception desk is too high for someone in a wheelchair.</li> <li>• Information is not available in other formats.</li> <li>• The chairs in the waiting area are only one size.</li> <li>• At present the service does not have access to a portable loop system but they are in the process of purchasing one.</li> <li>• There have been some negative complaints from patients about the waiting area. i.e. broken blinds and uneven flooring.</li> </ul>

	<p>finding.</p> <ul style="list-style-type: none"> <li>• There is a colour contrast between the walls and the floor for people with visual impairments.</li> <li>• There is a rolling training programme for staff which includes Deaf Awareness Training; Visibility Awareness; Learning disabilities training.</li> <li>• Staff are aware of how to access sign language interpreters and other forms of communication support.</li> <li>• If a patient, parent or guardian brought a guide dog to the appointment, then this could be accommodated.</li> <li>• If a patient has learning difficulties, staff would discuss their needs with the parent, guardian or carer.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• Staff are aware of the Civil Partnership Act and aware of the importance of using appropriate terminology e.g. partner.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>• Staff have access to a Religions and Cultures Manual.</li> <li>• A room can be made available if a patient, parent or guardian wishes to pray.</li> <li>• Staff are aware that particular religions may have concerns about the content of medications or mouthwash.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>• Age is recorded in the patient information database.</li> <li>• All staff have attended Child Protection Training.</li> <li>• Baby changing facilities are available.</li> <li>• Staff are aware that patient's may have complicated family circumstances and therefore don't make assumptions about who is with the patient. (For example, the grandparents may be the patient's guardian).</li> <li>• A room can be made available for women who wish to breastfeed if they are uncomfortable in public areas.</li> <li>• The waiting area has a play area.</li> <li>• Staff talk to the children in an age appropriate manner.</li> <li>• Where possible, staff will try to accommodate requests for appointments out with school times.</li> <li>• During school and university exam times, (i.e. May and</li> </ul>	<ul style="list-style-type: none"> <li>• Concerns were raised about the security and suitability of the windows in the waiting areas regarding children.</li> </ul>

	<p>June), staff will try to offer flexible appointments to avoid appointment coinciding with exams.</p> <ul style="list-style-type: none"> <li>To encourage children, stickers, toothbrush timers, and toothpaste etc are distributed to promote good oral health.</li> </ul>	
<b>Social Class/Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>Patients who are on benefits are entitled to reclaim their travelling expenses.</li> </ul>	<ul style="list-style-type: none"> <li>Concerns were raised that the service does not have posters highlighting that some patient's can reclaim their travelling expenses.</li> </ul>
<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>If patients are travelling from other Health Boards, staff will try to provide flexible appointments to allow for travelling time.</li> <li>For patients with addiction issues, the service can access the 'How to deal with adolescents under the influence of alcohol or substances' policy.</li> <li>The service also has a bariatric chair for patients who are overweight.</li> </ul>	<ul style="list-style-type: none"> <li>No negative impact identified.</li> </ul>

<b>Actions</b>	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b> <ul style="list-style-type: none"> <li>Review the waiting area.</li> </ul>		FM
<b>Specific Actions</b> <ul style="list-style-type: none"> <li>Obtain copies of NHS Greater Glasgow and Clyde's Transgender Policy for information.</li> <li>Review the referral process to ensure that any language needs are identified before the appointment.</li> <li>Ensure that the reception desk is compliant with the Disability Discrimination Act.</li> <li>Review the availability of suitable chairs in the waiting area.</li> <li>Review the availability of patient information in other formats.</li> <li>Obtain a portable loop system for patients, parents or guardians who are hard of hearing, including poster to advertise its availability.</li> <li>Contact health and safety for advice regarding the security of the windows in the waiting areas.</li> <li>Obtain copies of a poster highlighting that patients on benefits can reclaim their travelling</li> </ul>	<p>Action Completed</p> <p>Completed Addressed by electronic referral pilot</p> <p>01/06/11 01/03/11 01/03/11</p>	<p>FM</p> <p>FM</p> <p>LMcA FM FM</p>

expenses.

Action Completed

FM

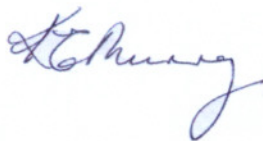
**Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date:**

December 2010

**Lead Reviewer:** Name: Fiona MacKenzie

**Sign Off:** Job Title: Director

**Signature:**



**Date:** 31 March 2011

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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