

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:

Portering Services at the New Victoria Hospital (NVH).

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).

Portering Services provides a service for patients, visitors and the general public within the new Victoria Hospital which consists predominately of outpatient departments. Duties include the transporting of patients to wards and departments; the collection and transporting of specimens; the delivery and uplift of linen and the distribution and collection of mail.

Who is the lead reviewer and where based?

Marjorie McCulloch, Deputy Site Facilities Manager, Victoria Infirmary.

**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):**

Deputy Site Facilities Manager; Portering Supervisor; Portering Manager; Porters x 4; Health Improvement Senior Patient Experience Cancer ; Equality and Diversity Assistant;

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • New staff are asked to complete the gender section of the monitoring form. • There are separate changing facilities for male and female staff. • Some staff have accessed Equality and Diversity Training. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Staff were not aware of NHS Greater Glasgow and Clyde's Family Friendly Policies. • Not all staff have accessed Equality and Diversity Training.
Ethnicity	<ul style="list-style-type: none"> • New staff are asked to complete the ethnicity section of the monitoring form. • Some staff have accessed Equality and Diversity Training. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.
Disability	<ul style="list-style-type: none"> • New staff are asked to complete the disability section of the monitoring form. • There is a drop off zone for patients outside the main entrances. • There are sufficient disabled parking spaces available. • All entrance doors are automatic. • All reception desks have induction loops. • There are disabled toilets located on each floor. • There are lifts available in the hospital. • Some staff have accessed equality and diversity training. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.

Sexual Orientation	<ul style="list-style-type: none"> • New staff are asked to complete the sexual orientation section of the monitoring form. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.
Religion and belief	<ul style="list-style-type: none"> • New staff are asked to complete the religion and belief section of the monitoring form. • Staff can direct patients and visitors to the Sanctuary. • The Sanctuary can be used for prayer. • Prayer mats are available in the Sanctuary. • There are washing facilities available for ablutions in the Sanctuary. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training. • The department does not have access to a Religions and Cultures Manual.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Age is recorded in the start form for new staff. • Staff can request a phased retiral. • Staff can request to work beyond the retiral age. • Staff are aware of NHS Greater Glasgow and Clyde's Grievance Policy and Procedure. 	<ul style="list-style-type: none"> • Not all staff have accessed Equality and Diversity Training.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Staff can signpost patients to the Cash Office to reclaim their travelling expenses. 	<ul style="list-style-type: none"> • No negative impact identified.
Additional marginalisation	<ul style="list-style-type: none"> • No issues identified. 	<ul style="list-style-type: none"> • No negative impact identified.

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions		
Specific Actions <ul style="list-style-type: none"> • Obtain a copy of the Religions and Cultures Manual. • Ensure that staff are aware of NHS Greater Glasgow and Clyde's Family Friendly Policies. • Consider sending more staff to Equality and Diversity Training. 	Manuals and policies are held in the portering office within the NVH. Training is ongoing for the remainder of staff.	

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

September 2010

Lead Reviewer: **Name:** **Gavin Ferguson**
Sign Off: **Job Title:** **Facilities Manager**
 Signature: **G Ferguson**
 Date: **15th March 2010**

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.