

**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:**

Pre-Admission Service Yorkhill Hospital, Glasgow, Women & Children's 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).**

The Pre-Admission Service at Yorkhill Hospital assesses patients from 0-16 years of age prior to admission for surgery. The service screens patients to ensure they are fit for surgery. This includes gaining medical history of the patient and providing detailed information for patients, parents and carers about the surgery. The service is still developing. At present there are approximately 50 patients screened per week with an expected increase to 200 patients per week when the service reaches full capacity. The service accommodates patients from all Glasgow areas and patients from other areas throughout Scotland who require specialised surgery.

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

Kay Maley, Lead Nurse Women & Children's Directorate

**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, Nurse Practitioner, Nursing Support, Project Nurse, Senior Charge Nurse, Clinical Nurse Specialist, Administrator, Quality Co-ordinator Assistant and Equality and Diversity Advisor;

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<p><b>All</b></p>	<ul style="list-style-type: none"> <li>• Staff are sensitive to the needs assessment process they undertake as part of the pre-admission service. This was demonstrated by illustrating the kind of confidential information children may share in relation to issues such as addictions and other health matters</li> <li>• There has been extensive Patient Focused Public Involvement in developing this service. Additional patient focussed work has included parents, carers children and staff working together to develop a Social Story Book. This is a book that the whole family can use together to look at the child's admission for surgery.</li> <li>• A programme is in place to ensure all staff undergo E&amp;D training</li> <li>• Patient dignity issues are maintained at all times.</li> <li>• Do not disturb signs are available for the consultation rooms and doors can be locked during the consultation process.</li> <li>• There are also screens available in the day surgery area.</li> <li>• Patients are escorted at all times: They are greeted on arrival and accompanied by a member of staff to and from their consultation.</li> </ul>	<ul style="list-style-type: none"> <li>• Not all equality data is monitored at present however; there is a new clinical portal currently underway. When this is available other equality data will be recorded and analysed.</li> </ul>
<p><b>Gender</b></p>	<ul style="list-style-type: none"> <li>• Gender data is recorded in the HIS patient information database. This data is analysed to help with improving services.</li> <li>• Staff try to accommodate requests for same gender health professionals.</li> <li>• Staff are aware of gender or domestic based violence issues and are able to discuss issues disclosed by parents or carers during consultation.</li> <li>• Staff are aware of the potential importance of gender specific staff when working with interpreters.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified</li> </ul>

<p><b>Ethnicity</b></p>	<ul style="list-style-type: none"> <li>• Ethnicity data is recorded in the HIS patient information system. This data will be analysed to help with improving services.</li> <li>• Staff demonstrated they can deal with unacceptable anti-racial behaviour.</li> <li>• Staff are aware of how to access interpreters.</li> <li>• Staff have dealt with complex interpreting issues and therefore make sure patients, parents and carers are satisfied with their interpreters.</li> <li>• A wide range of interpreters have been accessed including those who speak: Polish, French Somalian and Russian.</li> <li>• Staff are aware of the potential importance of gender specific staff when booking interpreters.</li> <li>• When an interpreter is booked it is recorded on the Microsoft Patient Information system where it can also be cancelled when necessary.</li> <li>• When an interpreter is used or required it is documented on the pre-admission assessment sheet.</li> <li>• Patient information relating to fasting for surgery can be translated into different languages.</li> <li>• Some members of staff have additional language skills which can be used in emergency situations.</li> </ul>	<ul style="list-style-type: none"> <li>• General patient information is not available in different languages.</li> </ul>
<p><b>Disability</b></p>	<ul style="list-style-type: none"> <li>• Disabled car parking spaces for “Blue Badge” holders are available at the hospital. There is a car park attendant who monitors the use of these spaces.</li> <li>• A drop off zone is also available in the car park.</li> <li>• Wheel chairs are available on request to help with access from the car park to the clinic.</li> <li>• Staff are aware of BT Text Direct.</li> <li>• Staff are aware of how to access sign language interpreters and this is recorded in the patients notes.</li> <li>• Lifts are available.</li> <li>• The entrance to the building has automatic doors.</li> <li>• A member of staff is available to escort patients to and</li> </ul>	<ul style="list-style-type: none"> <li>• There is currently no “Parent and Child” parking spaces available</li> <li>• At present the service does not have access to a portable loop system.</li> <li>• The “Patient’s Journey” DVD does not have subtitles.</li> </ul>

	<p>from their consultation.</p> <ul style="list-style-type: none"> <li>• Staff are trained in moving and handling to assist patients with mobility.</li> <li>• There are hoists available should they be required.</li> <li>• There is good signage within the hospital building to assist with way finding. It is also at an appropriate level for people who are wheelchair users.</li> <li>• Patient Information is available in alternative formats See below</li> <li>• If a patient has learning difficulties, staff would discuss their needs with the carer as well as the patient.</li> <li>• Staff tailor any information to meet the particular needs of the patient for example if the patient has learning difficulties.</li> <li>• Staff use a social story book with pictures to explain information.</li> <li>• The “Patient’s Journey” DVD is used to familiarise patients with various items and places they may see before and after surgery.</li> <li>• There is good colour contrasts on the walls to indicate where the wall and floor are situated.</li> <li>• Information is available in different formats Delete this repeated above</li> </ul>	
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• Staff are aware of the Civil Partnership Act and 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 are aware that particular religions may have concerns about the content of medications and staff work closely with the pharmacy department to address any issues.</li> <li>• A prayer room is available</li> <li>• Staff have a copy of and refer to, the Religions and Cultures Manual.</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 HIS patient information database. This data will be analysed to help with improving</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>

services.

- All staff have attended Child Protection Training.
- Information and treatment during the screening process is tailored to meet the individual patient and parents or carers needs.
- There is a patient information pack available which includes a colouring book and pencils, a toothbrush, theatre hat and mask and a balloon. It is intended to be used by the patient and parents or carers to look at issues relating to hospital admission and treatment.
- Patients are offered a tour of the department, the chance to meet an anaesthetist and also have an opportunity to look into the operating theatre if they wish.
- Staff talk through the surgery with the children explaining the type of equipment that they may have for example; staff explain about the small canulae (plastic tube) which they may have in their hand or arm to administer medication. They are also given the opportunity to look at such equipment.
- Information relating to accommodation for the parents accompanying their children is discussed and arranged if required.
- When people have travelled long distances staff endeavour to have all the screening and assessment done at one visit.
- Staff work closely with other agencies such as Social Work, Health Visitors and the Police Advocacy and Fostering Services.
- Information and support is also offered to parents and carers. This is tailored to meet their particular needs. For example some parents or carers may need additional explanations and reassurance regarding their child's surgery or other issues as they may previously have had a poor personal experience as a child and be transferring these thoughts or feelings to the child.

<b>Social Class/Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>• Patients' parents and carers who are on benefits are entitled to reclaim their travelling expenses.</li> <li>• Staff can signpost parents to the cashiers office for travelling expenses reimbursements.</li> <li>• Patients are advised about benefits and given information where they can get further advice.</li> <li>• The Family Support Services Department is based in the hospital and staff come to the clinic to visit patients.</li> <li>• Transport can be booked for patients attending the clinic</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>• Staff have had to deal with parents with addiction problems and work closely with other agencies to maintain the safety of the child.</li> <li>• If parents are under the influence of drugs or alcohol and are not fit to give consent for their children to undergo surgery staff will contact the appropriate services to maintain patient safety.</li> <li>• Asylum seekers, refugees and the travelling community have all accessed the service.</li> <li>• Staff demonstrated they can offer children confidential information in relation to issues such as addictions and other health matters.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>

**Actions**

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	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b> <ul style="list-style-type: none"> <li>• Explore the possibility of "Parent and Child" parking spaces availability as part of any refurbishment process or New Children's Hospital.</li> </ul>	March 2011	TMcD

<p><b>Specific Actions</b></p> <ul style="list-style-type: none"> <li>• Review the availability of patient information in other languages.</li> <li>• Explore the possibility of increasing equality data monitoring when appropriate systems are in place.</li> <li>• Obtain a portable loop system for patients, parents and carers, who are hard of hearing.</li> <li>• Consider the option of including subtitles when designing new patient information, DVD's.</li> <li>• Consider the possibility of recruiting a male member of staff .</li> </ul>	<p>March 2011 Awaiting system</p> <p>June 2011 Ongoing</p> <p>When vacancy arises</p>	<p>TMcD</p>
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**Ongoing 6 Monthly Review      Please write your 6 monthly EQIA review date:**

February 2011

**Lead Reviewer:      Name: Kay Maley**  
**Sign Off:            Job Title: Lead Nurse**  
**Signature**  
**Date: 01.11.10**

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

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