

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:

North Glasgow Community Health Care Partnership (CHCP)- Public Partnership Forum (PPF)

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 Public Partnership Forum is one of the vehicles for community participation in North Glasgow CHCP. The role of the PPF is to:

- inform local people about the range of health and social care provision in North Glasgow
- Engage with local services users carers, and the public in discussion about how to improve CHCP services and
- Support wider public involvement in the planning and decision making about public services

Who is the lead reviewer and where are they based?

Evelyn Borland Head of Inequalities for North Glasgow

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):

Community Engagement Officers x2  
Equality and Diversity Manager  
Head of Inequalities and Health Improvement

Views of the public were considered at the North Glasgow CHCP Meeting on September 10<sup>th</sup> at North Glasgow CHCP Headquarters. Minutes of this meeting and key discussion points are available at [www.chps.org.uk](http://www.chps.org.uk).

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
	<ul style="list-style-type: none"> <li>• Stakeholder analysis in progress</li> <li>• Survey has been completed by Lifelink</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Gender	<ul style="list-style-type: none"> <li>• Currently there are 13 Women and 7 Men on the PPF and all members of the PPF contribute to the agenda.</li> <li>• There has been outreach work as part of PPF activity including visits to Women’s centres as part of the Health Visitor Review. Additional outreach has also taken place with men’s groups in the area and there has been good representation at open meetings.</li> <li>• PPF Chairperson ensures that everyone has the opportunity to contribute to the discussion and feel they are involved in the decision making process.</li> </ul>	<ul style="list-style-type: none"> <li>• Men’s health issues needs to be more visible as part of PPF.</li> <li>• As part of wider engagement strategy, there are low numbers of men’s health groups in North Glasgow.</li> <li>• There is no equal opportunities monitoring of executive group.</li> <li>• Aware that men’s representation is low and further work required.</li> <li>•</li> </ul>
Ethnicity	<ul style="list-style-type: none"> <li>• There is representation from minority ethnic groups on the PPF.</li> <li>• The PPF had an information stand at the Chinese New year event</li> <li>• Community engagement information is produced though Connect Magazine and articles can be</li> </ul>	<ul style="list-style-type: none"> <li>• Low representation from diverse ethnic groups on the PPF.</li> <li>• There is no equal opportunities monitoring of executive group.</li> <li>• Events and festivals not utilised currently as a useful opportunity to target minority ethnic</li> </ul>

	<p>translated into the 5 most commonly used languages as identified by Asylum Seekers in North Glasgow namely Arabic, Farsi, French, Turkish, and Urdu</p> <ul style="list-style-type: none"> <li>• Interpreters can be booked for people who require language support at PPF meetings.</li> <li>• There are good links with local Integration network through members of C.D.E.T. team</li> </ul>	groups.
Disability	<ul style="list-style-type: none"> <li>• Members of PPF have disclosed disability and reasonable adjustments have been made to enable people to attend and participate in PPF meetings.</li> <li>• All PPF papers are in size 14 font, where possible notices are in yellow paper and black print, some members require size 18 font.</li> <li>• Lead officers within the CHCP often come along to verbally explain tabled reports.</li> <li>• PPF minutes are posted on web pages for CHCP</li> <li>• All PPF Meetings take place on the ground floor.</li> <li>• When organising meetings in other venues disability access is a criteria.</li> </ul>	<ul style="list-style-type: none"> <li>• Hearing issue at meetings</li> <li>• No loop systems</li> <li>• No automatic doors at entrance to North Glasgow CHCP; this may change due to relocation of Older Peoples Team. <b>Since the time of writing this EQIA, an automatic door entry and ramp have been installed at the entrance to the above.</b></li> <li>• Sometimes there is no one at the reception desk.</li> <li>• Some events take place outwith the health service and often these may not be accessible.</li> </ul>
Sexual Orientation	<ul style="list-style-type: none"> <li>• No identifiable good practice</li> </ul>	<ul style="list-style-type: none"> <li>• No Equal Opportunities Monitoring underway</li> </ul>
Religion and belief	<ul style="list-style-type: none"> <li>• There has been active engagement with Shanti Bhavan (day care service) on specific issues.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• No Equal Opportunities Monitoring underway</li> </ul>
	<ul style="list-style-type: none"> <li>• PPF Executive has established links with groups</li> </ul>	<ul style="list-style-type: none"> <li>• No Equal Opportunities Monitoring</li> </ul>

<p>Age (Children/Young People/Older People)</p>	<p>who work with and advocate for children and families interests</p> <ul style="list-style-type: none"> <li>• Number of PPF executive members are involved with: <ul style="list-style-type: none"> <li>○ elderly groups</li> <li>○ youth agencies are contacted via youth stakeholders group</li> </ul> </li> </ul>	<p>underway</p> <ul style="list-style-type: none"> <li>• No crèche available at PPF Executive meetings but support with children can be provided</li> </ul>
<p>Social Class/ Socio-Economic Status</p>	<ul style="list-style-type: none"> <li>• There is a good cross section of resident population including people on benefits-pensions and people in part and full time employment</li> <li>• Some community engagement takes place out with these times, for people who are unable to attend the meetings.</li> <li>• Taxi fares are reimbursed</li> <li>• PPF engaged with Area Delivery Group which includes Citizens Advice bureaux and welfare rights staff</li> <li>• Delivery of training has enabled some members to take full part in NHS programmes such as hospital cleaning inspections</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• No buses during the evening, after 6pm at Stobhill which impacts on people travelling to meetings.</li> <li>• There is low car ownership in area which impacts on people travelling to meetings and more reliance on public transport.</li> <li>• Need to work with agencies to ensure PPF members are supported to attend training programmes</li> </ul>

<p>Additional marginalisation</p>	<ul style="list-style-type: none"> <li>• There are voluntary services representatives who take time out to advocate on behalf of their clients and communities at the PPF.</li> <li>• Framework for Dialogue Group is the link with asylum seekers and refugee groups in the area.</li> <li>• Extra support for a number of individual's example personal transport to and from meetings and also skills development of PPF members, e.g. IT.</li> <li>• PPF feeds into Scottish Health Council and other training providers to explore areas of training for members. E.g. Health Issues in the Community run by the Healthy Living Community.</li> </ul>	<ul style="list-style-type: none"> <li>• There is some remaining negative impact around skills which prevents people from accessing and making full use of electronic information from the various health and social work web-sites.</li> </ul>
-----------------------------------	--	---

<p>Actions Cross Cutting Actions</p>	<p>Date for completion</p>	<p>Who is responsible?(initials)</p>
<ul style="list-style-type: none"> <li>• Need to look at best ways of communicating the work of the PPF with the CHCP and vice-versa. This work will also tie into a wider piece of work around the development of a communications strategy for the PPF which looks at wider inclusion and establishing working agreements between the Health Board/ CHCP and PPF's.</li> <li>• Equal Opportunities Monitoring to be conducted- Use of Community Planning Forms</li> <li>• Need to review access arrangements to the building and practical forms support for PPF members during meetings and to identify availability of transport.</li> </ul>	<p>Ongoing work with SHC- Feb 2010 and ongoing</p> <p>As part of above strategy</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Tony Devine Jenny Smith (1) Develop communication strategy. (2) Add SHC and Dalian to the PPF Mailing Lists Regular meetings with SHC staff Quarterly Meetings with board wide community</p>

<ul style="list-style-type: none"> <li>• Need to also consider training gaps for members to utilise electronic resources</li> <li>• PPF to continue to identify hard to reach organisations in area and arrange visits and widen opportunities for specific groups (e.g. minority ethnic groups) to be part of PPF.</li> </ul>	<p>Ongoing (as part of 1<sup>st</sup> bullet)</p>	<p>engagement staff</p> <p>Contact Dalian Library staff Request internet access training for PPF members Tony Devine</p> <p>Tony Devine Jenny Smith</p>
<p>Specific Actions</p> <ul style="list-style-type: none"> <li>• Post minutes on shared drive, to alert CHCP staff and Solus screens to give details for PPF activities across the North CHCP area.</li> <li>• Need to liaise with Learning Disability Services and other providers in relation to training support for members.</li> <li>• Consider use of Boom Box via House at PPF meetings.</li> <li>• Need to target more men to become aware of CHCP and role and function of PPF. Men's Health MOT may serve as useful model for engagement. Need to also look at additional methods of capturing men's view not just through the PPF.</li> <li>• Consider using events and festivals as an opportunity for targeting minority ethnic groups in relation to the PPF. This would involve having a programme of activities/ events calendar which the CHCP</li> </ul>	<p>March 2010-02-02</p> <p>Ongoing (as identified through PPF members) April 2010</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Tony Devine</p> <p>Tony Devine</p> <p>Tony Devine Jenny Smith Officers will continue develop links with ethnic minority groups</p>

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

August 27<sup>th</sup> 2010

Lead Reviewer: Evelyn Borland  
Sign Off: Job Title Head of Planning and Health Improvement  
Signature