

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:

Radiotherapy Services at the Beatson West of Scotland Cancer Service, Regional Services 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 Radiotherapy Service is part of the Beatson West of Scotland Cancer Centre. The centre delivers all non-surgical cancer care for the West of Scotland. Cancer patients can be referred for radiotherapy from any health board in the West of Scotland.

The service was previously EQIA'd in 2007 as part of the pilot phase of conducting EQIA's. This EQIA takes into account good practice identified at that stage and some additions following completion of the actions that were intimated at that time.

Who is the lead reviewer and where based?

Rosemary Twohig, Clinical Service Manager, Beatson

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):

Clinical Services Manager, MacMillan Patient Information Manager & Counsellor, Senior Radiographer, Lead Nurse, Lead Therapy Radiographer, Admin Bed Manager, Planning Dosymmetrist, Radiotherapy assistant, Radiotherapy Manager, Supt Radiographer, Band 6 Radiographer, Quality Coordinator, Equality Programme Lead (Acute), Patient Experience Lead.

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
<p><b>Gender</b></p>	<ul style="list-style-type: none"> <li>• Gender data is recorded in the Patient Information System.</li> <li>• Some patient information is gender specific due to the condition it applies to e.g. Breast Cancer.</li> <li>• Staff have experience and are aware of the need to be sensitive when working with transgender patients.</li> <li>• Same sex staff can be accommodated if requested</li> <li>• All patients are assessed for their needs and staff ensure these needs are met.</li> <li>• Single rooms are available if a patient identifies they would prefer this.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified</li> </ul>
<p><b>Ethnicity</b></p>	<ul style="list-style-type: none"> <li>• Staff are aware of and use the interpreting protocols. Interpreters in attendance are documented in the patient's case notes.</li> <li>• The referral process has improved since the EQIA two years ago. Patients who require an interpreter are more frequently identified in the referral process than the previous spasmodic occurrence.</li> <li>• Staff offer additional time with patient and family to explain/answer questions.</li> <li>• Ethnicity is now being recorded as requested at previous EQIA. This can be pulled off and analysed as necessary. Until a new Patient Management System is operational other fields cannot be captured.</li> </ul>	<ul style="list-style-type: none"> <li>• The lack of Beatson Specific translated patient information continues. However, many of the cancer charities can provide information in alternative formats which ensures information is available e.g. BACUP, Roy Castle DVD.</li> </ul>
<p><b>Disability</b></p>	<ul style="list-style-type: none"> <li>• Disabled parking is available and there is a drop off area at the entrance to the building</li> <li>• Way finding is colour co-ordinated to each floor. In addition to signage, lifts and stairwells have maps to assist way finding.</li> <li>• Wheelchairs are available at the front entrance for</li> </ul>	<ul style="list-style-type: none"> <li>• There is no disabled car parking at the front door.</li> </ul>

	<p>those who require them.</p> <ul style="list-style-type: none"> <li>• Dial a bus service gets patients to the entrance.</li> <li>• Volunteer drivers can be arranged to transport patients.</li> <li>• Some doors to the Tom Wheldon building are not automatic and heavy to open.</li> <li>• The centre now has induction loop systems at reception points and available upon request.</li> <li>• All toilets within the centre are suitable for disabled access</li> </ul>	
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• Staff respond sensitively to the needs of all patients and any issues identified at assessment/referral stage will be addressed. Staff are also aware of the correct terminology in relation to sexual orientation</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified.</li> </ul>
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>• The centre has a Privacy &amp; Dignity Working Group which means any dignity issues are addressed quickly.</li> <li>• A multifaith room is available and Faith Groups in Glasgow were consulted regarding its design.</li> <li>• If a patient wishes to adhere to a religious festival that coincides with their planned treatment their appointment can be re-scheduled</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified.</li> </ul>
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>• Patient information for children has been adapted in the last two years, following the Equality and Diversity Impact Assessment (EQIA) to include more pictures to aid understanding.</li> <li>• There is a dedicated play area for children.</li> <li>• A Child Psychologist is available as well as a psychologist for adult patients.</li> <li>• Baby changing facilities are available.</li> <li>• Patients with dementia can be difficult to keep in the correct position for radiotherapy. Where possible staff include relatives/carers to assist.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified.</li> </ul>

<b>Social Class/ Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>• Patients who have a prolonged time in the department can be offered food at reduced cost to them.</li> <li>• A voucher system operates for patients who are unable to finance sustenance at the coffee shop.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified.</li> </ul>
<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>• Staff can liaise with and receive support from Social work for any homeless patients</li> <li>• Prisoners do occasionally attend for treatment and are accompanied by security from the prison service.</li> <li>• Staff can refer patients to the smoking cessation service</li> <li>• The staff will verbally repeat instructions and continually check a patients understanding which is crucial if literacy issues are undeclared but suspected.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative issues identified.</li> </ul>
<b>All</b>	<ul style="list-style-type: none"> <li>• Patient information has been reviewed in the past two years and now contains a general paragraph to inform the patient to advise the service if they have additional needs, e.g. require an interpreter. It also signposts to the Centre's Information Centre, McMillan Benefits advice/support and the availability of counselling services.</li> <li>• Patient information has been reviewed in the last two years and now includes information about parking.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• For patients using public transport, this involves walking quite a distance to the Beatson.</li> <li>• The patient transport issues identified two years ago continue to exist despite dialogue with the Ambulance Association</li> </ul>

## Actions

### Cross Cutting Actions

Date for completion	Who is responsible? (initials)
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<p><b>Specific Actions</b></p> <ul style="list-style-type: none"> <li>• Review the need for translated information for the Beatson Radiotherapy service.</li> <li>• Review the possibilities of having some disabled parking spaces nearer the entrance</li> <li>• Review dialogue with the Ambulance Association regarding patient transport issues..</li> </ul>	<p>Translated information is sourced via the Beatson Information Service Team. Team contributing to the Corporate work and NHS INFORM work plan.</p> <p>The number of disabled parking bays has been increased at the Tom Wheldon Building entrance where wheelchairs are available. The main entrance is a drop off zone only and has limitations due to the access arrangements to the building.</p>	<p>L Webster/R Twohig</p>
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Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date:

30<sup>th</sup> September 2010

Lead Reviewer: Name: Rosemary Twohig  
Sign Off:

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