

**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:

Outpatient Department at Stobhill Hospital (Old Site)

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 Outpatient Department at Stobhill Hospital is the starting point for patients with medical issues who are referred from primary health care professionals for further clinical diagnosis, tests and treatments. The service involves managing a huge number of health records to ensure that these are available for specific clinics. The department has multiple clinics running at the same time and reception staff will be allocated to specific clinics to deal with arrivals and return appointments. These staff will then direct the patient to one of four waiting areas. The multiple clinics will be predominantly consultant led clinics but also include some specialist nurse clinics.

The Department provides 80 different clinics per week e.g. Cardiology, Respiratory Medicine, Diabetes, Breast Screening, Gastroenterology and Rheumatology.

Who is the lead reviewer and where based?

Lynne Scott, Cardiac Rehabilitation Lead Nurse/Manger NHSGGC-wide, Western 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):**

Members of staff involved in the EQIA process are:
Department Manager; Clinical Nurse Specialist; Senior Staff Nurse; Staff Nurse; Health Care Support Worker (2); Medical Record Officer (2);
Lead Nurse; Inequality Facilitator; Equality Programme Lead - Acute

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • There is access to same-sex medical professionals in some clinics if requested in advance. • Some services, for example, Breast screening service, provide specifically designed gowns to help maintain dignity of the patient. • Gender is recorded 	<ul style="list-style-type: none"> • Hospital Gowns are not available in different sizes. However, not all clinics require gowns. • No data analysis
Ethnicity	<ul style="list-style-type: none"> • Outpatient information leaflet is in different languages. • Staff know how to book an interpreter for clinic appointments and this is done in advance of the appointment 	<ul style="list-style-type: none"> • No data recorded or analysed.
Disability	<ul style="list-style-type: none"> • There is a ramp to the department for wheelchair users. • There are disabled car parking spaces available. • The department has disabled toilets. • All waiting areas have a mixture of seats in different sizes with or without arms rest. • Electronic boards are in use to visually display clinic's running times. • All signage has a yellow background and black font to ensure it is visually friendly. • Portable loop systems are available for use in consulting rooms as required. • A text phone is used to communicate with deaf patients to remind them of their appointment. 	<ul style="list-style-type: none"> • Disabled car parking spaces are not close enough to the department's entrance due to the building of the new hospital. • No data recorded and analysed.
Sexual Orientation	<ul style="list-style-type: none"> • The Department treats each patient as an individual, and respects issues of sexual orientation. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • Staff can access the Religions and Cultural manual for advice and guidance. • Patient's can access the hospital chaplaincy staff if required. 	<ul style="list-style-type: none"> • Religion and faith data is not collated and analysed

Age (Children/Young People/Older People)	<ul style="list-style-type: none"> For patients who bring their children to the department there are children's blackboards, crayons and play areas to keep them amused. The department recognises the different needs of children and young people. For teenagers accessing the department there are a selection of magazines available. 	<ul style="list-style-type: none"> No negative impact identified.
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> Patient's who are entitled to reclaim their travelling expenses can do so at the Cashier's Office. 	<ul style="list-style-type: none"> The Cashier's Office is not located in the Outpatient Department (it is located in another building).
Additional marginalisation	<ul style="list-style-type: none"> If patients are delayed, due to non-arrival of patient transport, tea and coffee can be provided. 	<ul style="list-style-type: none"> A number of appointments are cancelled due to the transport service not being accessible This difficulties with patients' transport service increase the number of Do not Attend (DNA) patients. In addition, patient transport can be delayed in returning for the patient. This sometimes triggers verbal abuse by the patient.

Actions	Date for completion	Who is responsible? (initials)
Cross Cutting Actions <ul style="list-style-type: none"> Review process to insure equality/diversity data is recorded. Cashiers office located a distance away from the Outpatient services- this may be resolved with the completion of the new building. Issues associated with waiting areas will be hopefully resolved in the new build. 	Ongoing May 2009 May 2009	Directorate & IT Facilities
Specific Actions <ul style="list-style-type: none"> Review patient's transport issues. Ensure there are different sizes of gowns available in the appropriate clinics that require them. Circulate new Culture & Religion Guide when available. Circulate new interpretation protocol (booking Poster) when available. Disabled car parking may be resolved when the new outpatient building is completed. 	Ongoing Ongoing March 2010 October 2009 May 2009	Directorate Laundry Services SH & Chaplaincy Service SH Facilities

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

MARCH 2010

Lead Reviewer: **Name: Lynne Scott**
Sign Off: **Job Title: Cardiac Rehabilitation Manager**
 Signature:
 Date: 30/10/09

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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