

**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:

Student Led Dental Outreach Clinic, Greenock Heath Centre, Oral Health Directorate (EQIA took place on 11th October 2010)

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 Student Outreach Clinic at Greenock Health Centre provides a service to adults who are not registered with a dentist. The clinic will also treat patients with dental pain. After a full course of treatment, the patients are encouraged to register with a dentist for their continuing care.

The clinic is open Monday to Friday. Appointments can be arranged via the telephone or drop in. The clinic is located on the 1st floor of Greenock Health Centre.

The Service is staffed by fifth year students from Glasgow Dental School (under the supervision of two Senior Salaried General Dental Practitioners); Dental Nurses and Reception Staff.

Who is the lead reviewer and where based?

Elizabeth McLaughlin, Dental Nurse Manager, Greenock Health Centre.

**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):**

Dental Nurse Manager; Dental Nurses x 4; Dentist; Equality and Diversity Advisor and Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • The clinic has 4 individual consultation rooms to maintain the patient’s privacy and dignity. • Staff have attended equality and diversity training. • There is an annual patient satisfaction survey undertaken. The results of this survey from last year were very positive. • The clinic offers flexible appointments to accommodate the patient’s individual needs. • All patients are asked to complete a medical history form. • If a patient has a phobia or is nervous of going to the dentist, this is documented in the case notes to alert the staff. 	<ul style="list-style-type: none"> • No negative impact identified.
Gender	<ul style="list-style-type: none"> • Gender data is recorded in the patient information database. • Staff would try to accommodate requests for same sex health professionals. • The student dentists are chaperoned by nursing staff at all times. • Staff are aware of the importance of using the appropriate gender pronoun when addressing transgender patients. 	<ul style="list-style-type: none"> • Staff were unaware of NHS Greater Glasgow and Clyde’s Transgender Policy.
Ethnicity	<ul style="list-style-type: none"> • Staff are aware of how to access interpreters. • NHS Greater Glasgow and Clyde’s interpreting policy has been circulated to members of staff. 	<ul style="list-style-type: none"> • Ethnicity data is not recorded in the patient information database. • Information is not available in other languages.

	<ul style="list-style-type: none"> • The clinic has copies of the interpreting booking system for interpreters' poster and language id cards. • If a patient prefers to use a family member to interpret this is documented in the patient's case notes. 	
<p>Disability</p>	<ul style="list-style-type: none"> • Disabled car parking spaces are available. • There is a lift available. • Part of the reception desk is lowered for wheelchair users. • The reception desk has a loop system. • The dental chairs are adaptable e.g. the arm rests can be moved; the headrest can be reversed etc for people with mobility issues. • There is a hoist available if a patient has to be transferred from their wheelchair to the dental chair. • A poster is displayed at the main entrance saying that guide dogs are welcome. • There is sufficient colour contrast between the doors, walls, and floors to aid way finding. • Staff will verbally go through the consent form to make sure patients' understand this. • Patient information is given verbally to the patients as well as a paper copy e.g. what to do after having a tooth removed. • Information is available in larger print. • The clinic can accommodate the patient's carers. They can be present during treatment if the patient agrees. • Patient transport can be arranged if the patient meets the patient transport criteria. • If the patient has a disability this would be recorded in the case notes and highlighted in 	<ul style="list-style-type: none"> • The consultation rooms do not have a loop system for patients who are hard of hearing or deaf.

	<p>the patient information database.</p> <ul style="list-style-type: none"> • The clinic has copies of the interpreting booking system for interpreters' poster which includes information about how to book sign language interpreters and other forms of communication support. • Staff work closely with carers and also explain treatment procedures in an appropriate manner to people with learning disabilities. 	
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the Civil Partnership Act. • Staff are aware of the importance of using appropriate terminology. 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • The clinic has access to a Religions and Cultures Manual. • Staff have an awareness of religious festivals. • Upon request a prayer room can be made available. • If a patient had any queries regarding what ingredients a medication contained they would contact the local Pharmacy for advice. • All mouthwashes are non-alcoholic. 	<ul style="list-style-type: none"> • No negative impact identified.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • The service is for people aged 16 and over. • Age is recorded in the patient information database. • Staff have attended child protection training. • The clinic has links with local nursing homes. • Transport can be arranged for elderly patients. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • Staff can signpost patients to the cashier's office to reclaim their travelling expenses (if they are entitled to do so). 	<ul style="list-style-type: none"> • No negative impact identified.

<p>Additional marginalisation</p>	<ul style="list-style-type: none"> • The clinic has links to Homeless Centres. These centres signpost patients to the Outreach clinic. • If a patient has an alcohol or drug addiction, and were unable to give consent, their treatment would be postponed and arranged for a later date. (The medical history form asks patient's about their alcohol intake). • There is a protocol in place for dealing with patients in the criminal justice system. • Patients who are obese would be referred to the Glasgow Dental Hospital for treatment where there are larger chairs available. 	<ul style="list-style-type: none"> • No negative impact identified.
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<p>Actions</p>	<p>Date for completion</p>	<p>Who is responsible?(initials)</p>
<p>Cross Cutting Actions</p> <ul style="list-style-type: none"> • Investigate and develop mechanisms to capture equality data (e.g. ethnicity). 	<p>March 2011</p>	<p>E McL</p>
<p>Specific Actions</p> <ul style="list-style-type: none"> • Circulate copies of NHS Greater Glasgow and Clyde's Transgender Policy to staff for information. • Contact the Glasgow Dental Hospital for copies of translated information. • Investigate the possibility of purchasing a portable loop system for patients who are hard of hearing or are deaf. 	<p>November 2010 November 2010 December 2010</p>	<p>E McL E McL E McL</p>

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

March 2011

Lead Reviewer: **Name:** Elizabeth McLaughlin
Sign Off: **Job Title:**
 Signature:
 Date:

Please email copy of the completed EQIA form to Jacqueline.Russell@ggc.scot.nhs.uk

Jacqueline Russell, Corporate Team Administrator, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.