

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:

Inverclyde Community Learning Disability Team Telephone Response System

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).

Locally based service. Developed due to an identified service gap. Provide clients and carers with clear telephone communication system to discuss urgent issues with clinical staff. A senior member of the professional clinical team can be contacted at all times by administration staff who will be receiving the urgent calls.

Who is the lead reviewer and where based?

Stewart McCorkindale  
Inverclyde CLDT  
Elizabeth Martin Clinic

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):

Nursing (3), Psychology (3), Management (1), Administration (2)

**Impact Assessment – Equality Categories**

Equality Category	Existing Good Practice	Remaining Negative Impact
<b>Gender</b>	Currently the telephone contact system to the team is accessible and used by a mix of staff and clients and there are no restrictions noted in terms of gender equality. Administration staff will keep a log of who calls and this can be used to identify gender patterns. Male and female staff are available through the system to speak to.	None noted.
<b>Ethnicity</b>	The service has very limited experience of use by people from different ethnic groups. However as it is a telephone system we are developing this may allay any cultural concerns in terms of service provision from opposite sex, having to alter normal routines and cultural expectations to access the service, services provided within office hours during weekdays etc. The urgent calls nature of the service and the triage system initiated at base by administration staff would also help people feel effective communication with any one using the service is important to us. A Translation Services resource list is held at the team to activate if clients of other callers first language is not English.	None noted but the general low uptake of services by people from various ethnic communities is an area for future consideration. It is recognised that Inverclyde has a particularly low number of residents from ethnic communities.
<b>Disability</b>	The focus of the CLDT is service provision to clients with learning disabilities. Staff at all levels are skilled in communicating with clients who have a wide range of communication abilities and support needs. The values and	There may be a need to evaluate the effectiveness of the service to people with speech and language support needs or with particular hearing needs. However this would also be identified through our normal telephone

	attitudes of the staff group would promote good relations and communications with clients, families and carers.	communication systems with individuals. <b>To aid access to and appropriate uptake of this service we will need to provide a communication friendly information flyer to raise awareness and support use.</b>
<b>Sexual Orientation</b>	Current CLDT services are anti discriminatory and seek to offer appropriate advice to clients on sexual health and relationships. The service is client centred and seeks where possible to support clients with their own lifestyle and relationship choices. The telephone response system would build on this approach. Due to the telephone communication nature of the service it is unlikely to have any negative impact on clients in terms of sexual orientation inequality.	None noted.
<b>Religion and belief</b>	The service is provided Monday to Friday during office hours. There is no requirement to call at particular time within this time frame. Disruption to peoples' religious and belief commitments should be minimised. People call when they decide the issue is urgent. This means the decisions about accessing the service and when lie with the user not the service. A note of client religion or belief is recorded when the person is first referred to the team and this informs future input to the client.	None noted.
<b>Age (Children/Young People/Older People)</b>	The service is available to adults (16 and over) within the Inverclyde catchment. Often contact with the service is via paid or family carers. The service is also open to children trying to contact team for advice in relation to relatives etc who have a learning disability.	Need to consider advice to Inverclyde carers centre and young people with relatives who have a learning disability to support them accessing the service for older and younger clients.

<b>Social Class/ Socio-Economic Status</b>	<p>The service will be accessed by telephone call. Where there are cost implications of making prolonged calls (particularly people living alone) staff at the CLDT will make arrangements to call the person back. Costs of calls from professionals back to clients will be covered by the team budget. The service is a response to need service and therefore the onus for response and provision lies with the service itself. These urgent response arrangements may indirectly assist people in lower economic groups to communicate and respond to services at minimal cost and without the need to travel or arrange urgent childcare to get advice.</p>	<p>None noted.</p>
<b>Additional marginalisation</b>	<p>None noted.</p>	<p>Need to ensure that information is available to homelessness, prison, asylum seeker services to maximise awareness of service of CLDT.</p>

<b>Actions</b>	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b>  <p>Raise overall awareness of telephone response system, CLDT service and team contact details with the groups and agencies identified in above assessment.</p>	<p>End Dec 2009</p>	<p>SM, PM, JH, AB, SS  (Other CLDT team members)</p>
<b>Specific Actions</b>  <p>Prepare and circulate a communication friendly flyer advising people of the provision of a telephone response system within office hours. Ensure the call back nature of this service is detailed.</p>	<p>End Dec 2009</p>	<p>SM, Speech &amp; Language Administration</p>

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

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Lead Reviewer: Name: Stewart McCorkindale  
Sign Off: Job Title team Manager  
Signature  
Date:

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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