

**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:

Ward 27, Royal Alexandra Hospital, Emergency Care and Medical 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).

Ward 27 is a Medical Gastroenterology Ward at the Royal Alexandra Hospital.

Referrals come from emergency admissions, GP's, Accident and Emergency, Outpatient Clinics and occasionally from other wards. However, most patients are admitted following assessment in the Medical Assessment Unit.

Patients may be suffering with Inflammatory Bowel Disease, Liver Disease or Gastrointestinal bleeding.

The ward has 30 beds comprising of 4 6-bedded bays and 6 single rooms.

The ward also provides an outpatient service to monitor some patient's bloods.

Who is the lead reviewer and where based?

Con Gillespie; Lead Nurse, Mansionhouse Unit.

**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):**

Lead Nurse; Ward Clerk; Senior Charge Nurse x 2; Discharge Co-ordinator; Addiction Liaison Nurse; Consultant; Quality Co-ordinator; Equality and Diversity Assistant.

A patient representative was invited but was unable to attend on the day.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> • The ward has 6 single rooms available. • Hospital gowns can be provided if required. • All beds have screens and all windows have curtains to maintain the patient's privacy. 	<ul style="list-style-type: none"> • The out-patient service for bloods is carried out at ward level. This is accommodated in a treatment room that is also used by the ward.
Gender	<ul style="list-style-type: none"> • Gender data is recorded in the patient information database. • Where possible, staff will try to accommodate requests for same sex health professionals. • For patients experiencing domestic violence issues, staff can refer them to other organisations (if the patient consents) or signpost them to support organisations. 	<ul style="list-style-type: none"> • Staff were unaware of the transgender policy.
Ethnicity	<ul style="list-style-type: none"> • The ward has a system in place for organising interpreters. • There have been no racist incidents in the ward. 	<ul style="list-style-type: none"> • Ethnicity data is not recorded or analysed. • Patient information is not available in other languages.
Disability	<ul style="list-style-type: none"> • There are disabled parking spaces available. • There is a drop off zone at the main entrance. • Lifts are available. Floor call buttons have tactile surfaces. • The signage to the ward has a navy background with a white font to make it more visually friendly. • The ward has a wet room. • The ward has adjustable height chairs for patients. • Staff were aware of the Text Relay Service for patients who are deaf. • Staff are aware of how to organise sign language interpreters. • If the patient has additional needs, this is documented 	<ul style="list-style-type: none"> • The ward does not have access to an induction loop. • The patient information leaflet does not comply with NHS Greater Glasgow and Clyde's Accessible Information Policy. • Staff were unsure if the ward has sufficient colour contrast between the walls and floor. • Visitor's chairs and those used by patients waiting for the Out-Patient Service are all the same size and type.

	<p>in the case notes.</p> <ul style="list-style-type: none"> • The discharge folder has contact details about Learning Disability organisations if the staff need any advice or support. • Staff are aware that some patients with learning disabilities will have a 'passport book' which contains information such as likes or dislikes ('All About Me' book). • The ward can access communication boards for patients with communication difficulties. • Staff inform the patients when the fire alarm will be tested. 	
Sexual Orientation	<ul style="list-style-type: none"> • Staff are aware of the importance of using appropriate terminology i.e. partner rather than husband or wife. • The patient determines who the next of kin is. (Staff do not make any assumptions). 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • The ward has an information folder about different religions and beliefs. • The ward can contact the Chaplaincy Team on behalf of the patient. • Halal, kosher and vegetarian meals can be provided upon request. (Dietary needs would be discussed as part of the admission process). • The Chaplaincy Team regularly visit the ward. • If any patients had any queries about medication the ward would contact the Pharmacy Department for advice. • Staff are aware of the issues regarding blood transfusions for Jehovah witnesses. 	<ul style="list-style-type: none"> • Religion and belief data is not routinely recorded.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Age is recorded in the patient information database. • Patients are usually aged 16 years and over. • All staff have attended child protection training. 	<ul style="list-style-type: none"> • When a patient goes home, there can be funding issues for home care services for patients under 65.

Social Class/Socio-Economic Status	<ul style="list-style-type: none"> • With the patient's consent, staff can contact Social Work for benefits advice. • Staff can advise patients how to reclaim their travelling expenses. 	<ul style="list-style-type: none"> • No negative impact identified.
Additional marginalisation	<ul style="list-style-type: none"> • Some patients admitted to the ward may be experiencing alcohol withdrawal. The first priority is to treat the clinical need. The staff will then liaise with colleagues as necessary e.g. psychiatry, Addictions Team etc. • For patients who are homeless, the ward can supply toiletries and nightwear. • The Addictions Team have links to the homeless unit in George Street, Paisley. • Staff are aware that some patients have literacy issues, and will provide additional support as required i.e. verbally re-iterating information as necessary. • The Addictions Team provide information in a verbal format. If the patient agrees, staff will liaise with relatives or friends if it is thought they may not retain the information. • There were no issues identified with patients from the travelling communities. • The ward can accommodate patients in the criminal justice system. If applicable, staff can liaise with the prison nurses. 	<ul style="list-style-type: none"> • No negative impact identified.

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions		

<p>Specific Actions</p> <ul style="list-style-type: none"> • Work is underway to obtain a proper day unit for the Out-Patient Clinic • Circulate copies of NHS Greater Glasgow and Clyde's Transgender Policy. • Review the collection of equalities data. • Review the ward's information leaflet for compliance with NHS Greater Glasgow and Clyde's Accessible Information Policy. • Investigate where to access induction loops. • Review colour contrast between walls and floor when refurbishment takes place. • Explore with Social Work and other agencies the funding issues for patients under 65. 	<p>July 2011</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p>	<p>HC</p> <p>CG</p> <p>CG</p> <p>JG, CG</p> <p>CG ND</p> <p>VR</p> <p>VR, HC</p>

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

July 2011

Lead Reviewer: **Name:** **Con Gillespie**
Sign Off: **Job Title** **LN Clinical Improvement and Development**

Signature

A handwritten signature in purple ink, appearing to read 'Jacqueline Russell', followed by a horizontal line.

Date: 02/03/11

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

Jacqueline Russell, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Gartnavel Royal Hospital, 1053 Great Western Road, Glasgow, G12 0YN. Tel: 0141 201 4560.