

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:

General Medical Receiving at Glasgow Royal Infirmary (Ward 43)

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 43 is a General medical receiving ward, providing initial patient's stabilization, clinical investigations and treatment for medical patients admitted as an emergency. Depending on their health and medical conditions patients are then transferred to another ward or are able to go home (discharged). Ward 43 is a revolving-door service which requires high turnover of beds.

Who is the lead reviewer and where based?

Con Gillespie, Lead Nurse, Emergency Care and Medical Services.

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):

Participants in the EQIA (carried out on Friday 14th November 2008):

3 Staff Nurses, Ward 43; 2 Student Nurses, Ward 43; Case Manager, Ward 43; 2 Auxiliary Nurses, Ward 43; Ward Clerk, Ward 43; Staff Nurse, Accident & Emergency; Lead Nurse, Emergency Care and Medical Services; Inequalities Facilitator; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • The Ward has 6 bedded rooms which are single sex. There are some single rooms available and single sex bathrooms. • If a patient requests a same sex health professional the staff would try to accommodate this. • Chaperoning is available whereby two members of staff would be present. • For transgender patients – there would be discussion with the patient regarding how they wish to be addressed and dealt with. 	<ul style="list-style-type: none"> • Hospital gowns are not available in a range of lengths or sizes.
Ethnicity	<ul style="list-style-type: none"> • Members of Staff are aware of how to book an interpreter. The instructions for contacting and arranging an interpreter is displayed on the wall at the nurses station. • When an interpreter is used this is recorded in the case notes. 	<ul style="list-style-type: none"> • Patient Information is not available in other languages.
Disability	<ul style="list-style-type: none"> • A sign language interpreter can be accessed when required. • There is a drop off point outside the building. • There are lifts available. • Different types of seats available in the ward. • A portable induction loop is available for patients who are hard of hearing or deaf which is located in the duty room. 	<ul style="list-style-type: none"> • Disabled parking is in the multi-storey car park which is across the road from Ward 43. • The entrance ramp is steep. • Few doors are automatic (some heavy to open) • There are signs but no directional arrows. • Patient Information is not available in other formats. • Not enough room in the disabled toilets to manoeuvre a wheelchair. • Showers not suitable for wheelchair user. • Wet room is no longer available. • Staff have not accessed disability training.

Sexual Orientation	<ul style="list-style-type: none"> • Staff would take cognisance of the Civil Partnership Act. • Staff would ask the patient to identify the next of kin. • 	<ul style="list-style-type: none"> • No negative impact identified.
Religion and belief	<ul style="list-style-type: none"> • Religious needs should be identified when patient is admitted. • Ward 43 has a Religions and Cultures Manual which can be used as a reference guide. • If staff were unsure of the patients' needs they would ask the patient. • A quiet room can be made available for prayer. • Where possible staff would try to accommodate patient's religious beliefs. 	<ul style="list-style-type: none"> • Staff had not accessed training regarding religion and belief.
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Could accommodate a parent if they wanted to stay with their child. 	<ul style="list-style-type: none"> • No negative impact identified.
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> • Ward can liaise with Social Worker when required. 	<ul style="list-style-type: none"> • Parking charges which are more expensive than other hospitals in NHS Greater Glasgow & Clyde. • Ward does not have information regarding travelling expenses.

<p>Additional marginalisation</p>	<ul style="list-style-type: none"> • Ward staff can contact NHS Greater Glasgow & Clyde's Homelessness Health Service. 	<ul style="list-style-type: none"> • Prisoners must be accompanied at all times by prison staff and handcuffed. • Single rooms are not always available. • Members of Staff face aggressive tendencies almost daily from particular segment of patients (such as people with drugs and alcohol problems). • Staff find drug related artefacts (such as used syringes/needles on some patients even after they went through examinations at Accident & Emergency. • Members of staff feel they are vulnerable and susceptible to violence/aggression and not supported due to lack of security.
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Actions	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions</p> <ul style="list-style-type: none"> • Review the availability of patient information in other formats. 	November 09	DN
<p>Specific Actions</p> <ul style="list-style-type: none"> • Circulate NHS Greater Glasgow & Clyde's Booking System for Interpreters to ward staff. • Circulate Kirpan Guidelines to ward staff for information. • Contact the Learning and Education Department for advice regarding training programmes with regards to Religion/Belief, Ethnicity and Disabilities. • Contact the Learning and Education Department to discuss the possibility of specific training programme specifically for Ward 43 as a revolving-door service. • Review signage to Ward 43 • When Ward 43 is to undergo any refurbishment the issues relating to disabled toilets; the entrance ramp and lack of automatic doors should be addressed. 	<p>May 09 May 09 August 09</p> <p>August 09 November 09</p> <p>ongoing</p>	<p>DN DN DN</p> <p>DN DN</p> <p>DN</p>

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

September 2009

Lead Reviewer:	Name:	Con Gillespie
Sign Off:	Job Title	Lead Nurse
	Signature	
	Date:	30 March 2009

Please email copy of the completed EQIA form to 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.