

EQUALITY IMPACT ASSESSMENT

Policy Acceptance	
Applies to:	All staff, patients, carers & stakeholders
Date Issued:	1 st December 2014
Status	Ratified
Version	5
Date for Review	April 2017
Responsible Person	Dr Russell Emerson, Registered CQC Manager
Responsible Manager	Miss Anna Baldwin, Services Manager

Introduction

Equality Analysis and Impact Assessment (EAIA) is a process to improve quality of local health services by ensuring that all employees, individuals and teams, think carefully about the likely impact of their work on the different communities or groups - staff, service users and family carers.

It involves anticipating the consequences and existence of strategies, policies, functions and services on the groups and making sure that any negative impact is eliminated or minimised. The process is backed by Equality Legislation, the Human Rights Act and the Care Quality Commission and enables us to promote equality of access to services.

Any strategies, policies or services being planned, developed or revised should be developed to ensure that they promote equality and diversity. The following document describes assessments made and progress as an organisation.

Existing Methods of Enhancing Equality and Diversity in the Organisation

Patients

All referred patients are treated equally regardless of their age, sex, gender, religion or disability. We provide services across a wide-geographical boundary in West Sussex at 14 different locations making our clinical services widely accessible to the population. This includes evening clinics and Saturday morning clinics.

As an organisation, the triage of patients into clinic is based solely on the nature of the referred clinical problem and geographical location of the patient's home. The choice of location is offered to all referred patients and all services are available through 'Choose & Book'. We see all age ranges from children <1 year of age to elderly patients >100 years. All patients are treated equally within the service. **A recent audit of this demonstrated 100% compliance with this process.**

This includes dealing with 'Walk-In' service providers at Crawley (many of these patients do not have a GP), the treatment of a large gay population in Brighton, and we specialise in the treatment of transgender patients for laser hair removal.

Staff

All staff are recruited and trained with equality and diversity training in place as a part of the induction process and ongoing appraisal. Equality and diversity issues are openly raised in the annual appraisal process.

All staff members interviewing new staff must have been trained in equality and diversity. A discussion of these issues takes place before each interview process. Monitoring of systems in 2014 demonstrated that we achieved this 100% of the time for interviewing new staff members.

We employ a wide range of ethnically diverse staff from an equally wide-range of backgrounds and age ranges. At no time has the organisation been subject to any claims of discrimination on any grounds.

Management

All management staff are actively engaged in promoting equality and diversity within the organisation. They must also take part in annual assessments and complete assessments each year as a condition of employment. This includes assessments through Educare® training. As an organisation, we have also addressed equality and diversity through screening all of our policies in relation to patient care, staff employment, and relationships with other providers. A review of management staff training demonstrated 100% compliance with this process.

Equality Impact Assessment Documents/Public Access

- Templates for the screening process
- Useful documents to supporting screening process

Access to Equality Impact Documentation for the Public

This document is available on our website (www.sussexcds.co.uk) and a printed copy can be obtained by writing to:

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Equality Impact Assessment

Audit of Care Quality Commission Policies and Clinical Policies

Audit Standard

No policy within the organisation should contain any discriminatory statements or be discriminatory in any way.

Audit Measurement Tool

All clinical policies should be assessed for discrimination and all new policies written with reference to equality and diversity. All clinical policies were reviewed in the summer of 2015 as apart of updating them for the Care Quality Commission.

Audit Results

100% policies have been assessed and found to be compliant with being non-discrimatory in any way.

Compliance to Audit Standard

100% compliance to the audit standard

Recommended Action

All new policies should be assessed for equality and diversity to ensure that they are written to be in keeping with recommended guidelines and screened accordingly.

Audit of Patient Complaints Received 2014-2015

Audit Standard

No patient or carer should be discriminated against in any manner on the grounds of sex, gender, disability or other inequality.

Audit Measurement Tool

All patient complaints and complaints made by carers should be assessed to ascertain whether any complaint concerned discrimination in any manner, however, small.

Audit Results

We only received 4 verbal or written complaints about the clinical service and in no cases was discrimination considered to be an issue in the complaint made.

Compliance to Audit Standard

100% compliance to the audit standard

Recommended Action

Re-evaluate complaints received each year on an on-going basis.

Audit of Patient Staff Complaints/Disputes 2014-2015**Audit Standard**

No staff member should be discriminated against in any manner on the grounds of age, sex, gender, disability or other inequality.

Audit Measurement Tool

All staff complaints should be assessed to ascertain whether any complaint concerned discrimination in any manner, however, small.

Audit Results

We received no verbal or written complaints from any staff members in the previous 12-months. The organisation has never been referred to an employment tribunal or been subject to any form of litigation at any stage.

Compliance to Audit Standard

100% compliance to the audit standard

Recommended Action

Re-evaluate staff complaints received each year on an on-going basis.

Audit of Patient Staff Training Equality and Diversity 2015**Audit Standard**

100% new staff members should have received equality and diversity training. It is included all all induction programmes.

Audit Measurement Tool

Staff files audited for certification in training.

Audit Results

All six new staff members had evidence of equality and diversity training in staff files.

Compliance to Audit Standard

100% compliance to the audit standard

Recommended Action

Re-evaluate new staff members each year.

Referrals Into Service September by Age

Age range

	0-18	1911
	19-75	14912
	76-110	3997

Comment

The graphs demonstrate that we see all patient ages including 8% of referrals for children.

Ethnicity Grouping 2010-2013	
Ethnicity	Patient Count
Total Count	20232
(XaE4B) Ethnic group not given - patient refused	2
(XaFwD) White British	54
(XaJR1) Other Mixed background - ethnic category 2001 census	3
(XaJRB) Ethnic category not stated - 2001 census	16
(XaJSb) Mauritian/Seychellois/Maldivian/St Helena eth cat 2001census	2
(XaJSE) Polish - ethnic category 2001 census	3
(XE0oc) Race: Not stated	1
(9SZ..) Ethnic groups (census) NOS	117
(XaFwF) Other white ethnic group	4
(XaFwz) Asian - ethnic group	3
(XaJR2) Indian or British Indian - ethnic category 2001 census	19
(9S6..) Indian	1
(XaJSP) Oth White European/European unsp/Mixed European 2001 census	2
(XaJQz) White and Black African - ethnic category 2001 census	6
(9S...) Ethnic groups (census)	8
(XaJR9) Chinese - ethnic category 2001 census	1
(XaJRR) Sri Lankan - ethnic category 2001 census	2
(XaJRC) English - ethnic category 2001 census	3
(9S1..) White - ethnic group	18
(XaJRD) Scottish - ethnic category 2001 census	2
(XaJRU) British Asian - ethnic category 2001 census	1
(134B.) Race: Caucasian	3
(9S7..) Pakistani	3
(XaJRA) Other - ethnic category 2001 census	2
(9T1C.) Chinese	1
(XaJQx) Other White background - ethnic category 2001 census	24
(XaJR7) African - ethnic category 2001 census	4

(9S3..) Black African	1
(XaQEa) White British - ethnic category 2001 census	38
(XaJQw) Irish - ethnic category 2001 census	1
(XaJR8) Other Black background - ethnic category 2001 census	3
(XaJQv) British or mixed British - ethnic category 2001 census	221
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	10
(Xaluh) White Scottish	1
(XaJR5) Other Asian background - ethnic category 2001 census	7
(XaFx1) Other ethnic group	1

Comment

Details of age, sex, religion and other demographics are collected from referrals into the system. We also have access to the NHS database to ensure that data accuracy is obtained about patients and relevant contact details. Information is not shared with any external organisation because of Data Protection.

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