It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:
Dermatology Outpatients

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).
Dermatology is delivered throughout NHS Greater Glasgow & Clyde. All inpatients receive care within Ward 52, Southern General Hospital and dermatology out patient/day treatment services are provided on the following sites:
Inverclyde Royal Hospital
Royal Alexandra Hospital
Vale of Leven Hospital
Western Infirmary
Stobhill Hospital
Glasgow Royal Infirmary
Victoria Infirmary
Southern General Hospital

Who is the lead reviewer and where based?
Stewart Kyle, Clinical Service Manager, Queen’s Park House, Victoria Infirmary.

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):
Specialty Doctor; Clinical Support Worker; Medical Secretary; Senior Charge Nurse; Clinical Services Manager; Lead Nurse; Planning Manager; Equality and Diversity Advisor; Equality and Diversity Assistant.
## Impact Assessment – Equality Categories

<table>
<thead>
<tr>
<th>Equality Category</th>
<th>Existing Good Practice</th>
<th>Remaining Negative Impact</th>
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</thead>
</table>
| **Gender**        | • Staff are kept up to date with equalities legislation through their Personal Development Plans.  
• If a same sex health professional was requested the service would try to accommodate this if possible.  
• The service respects the patient’s dignity and provides disposable gowns.  
• A room can be made available for breast feeding.  
• The Gender Based Violence Policy has been circulated to Senior Staff and this will be cascaded to other members of staff.  
• The service adheres to NHS Greater Glasgow and Clyde’s Violence and Aggression Policy.  
• Transgender patients attend the Camouflage Clinic and no issues were identified.  
• Some staff have accessed equality and diversity training.  
• Gender is recorded but not analysed. (Although the data could be collated manually).  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new programme had not been widely advertised and managers are unable to confirm if their staff have completed the course.  
• Only one male nurse in the department. The rest of the staff are female which could offer a problem if same gender practitioner was requested. (male) |
| **Ethnicity**     | • A pilot of ethnic monitoring is underway in Glasgow Royal Infirmary.  
• Staff are aware of how to book an interpreter for a patient whose first language is not English.  
• For emergency situations, there are local lists of bilingual staff.  
• Some patient information is available in other languages. If requested, patient information could be provided in other languages.  
• Staff are kept up to date with equalities legislation through their Personal Development Plans.  
• Some staff have accessed equality and diversity training.  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new programme had not been widely advertised and managers are unable to confirm if their staff have completed the course. |
<table>
<thead>
<tr>
<th><strong>Disability</strong></th>
<th><strong>Sexual Orientation</strong></th>
<th><strong>Religion and belief</strong></th>
</tr>
</thead>
</table>
| • If a patient has a disability this information is included in the referral letter.  
• Disability would be recorded in the case notes.  
• Flexible appointment times can be offered to accommodate patient’s needs.  
• All clinics have lift access.  
• There are lower receptions desks for patients with wheelchairs.  
• Hoists are available.  
• Disabled parking spaces are available on all sites.  
• Some staff have attended sign language courses.  
• Staff are aware of how to book a sign language interpreter.  
• All sites have disabled toilets.  
• Patient Information can be provided in other formats upon request.  
• Staff are kept up to date with equalities legislation through their Personal Development Plans.  
• Some staff have accessed equality and diversity training.  
• Disability is not routinely inserted into the electronic patient information systems.  
• Chairs are not available in different heights.  
• Not all clinics have access to loop systems.  
• Some of the clinic corridors are not suitable for wheelchair users e.g. they are too narrow.  
• Some sites have a limited number of disabled car parking spaces available.  
• There are issues with the Ambulance Service cancelling at the last minute, which means patients are unable to make their appointment which is then classed as a Did Not Attend (DNA).  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new programme had not been widely advertised and managers are unable to confirm if their staff have completed the course.  
• Religion and belief is not recorded.  
• Not all clinics have access to a Religions and Cultures Manual.  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new | • Some staff have accessed equality and diversity training.  
• Staff are kept up to date with equalities legislation through their Personal Development Plans.  
• Staff could signpost patients to other agencies upon request.  
• Sexual orientation is not recorded.  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new programme had not been widely advertised and managers are unable to confirm if their staff have completed the course.  
• Religion and belief is not recorded.  
• Not all clinics have access to a Religions and Cultures Manual.  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new | • Flexible appointment times can be offered to accommodate religious festivals.  
• Staff are aware of the different dietary requirements for different religions.  
• Quiet rooms could be provided upon request.  
• Each site has access to Chaplaincy Services.  
• Religion and belief is not recorded.  
• Not all clinics have access to a Religions and Cultures Manual.  
• There were concerns raised about NHS Greater Glasgow & Clyde’s on-line induction programme. This new |
### Age (Children/Young People/Older People)
- Staff are kept up to date with equalities legislation through their Personal Development Plans.
- Some staff have accessed equality and diversity training.
- The service is aimed at adults.
- Baby changing facilities can be made available.
- Staff have accessed Child Protection Training.
- The clinics have toys for children to play with.
- Staff are kept up to date with equalities legislation through their Personal Development Plans.
- Some staff have accessed equality and diversity training.

<table>
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<tr>
<th>Date for completion</th>
<th>Who is responsible?(initials)</th>
</tr>
</thead>
<tbody>
<tr>
<td>30/04/09</td>
<td>SK</td>
</tr>
<tr>
<td>31/03/10</td>
<td>SK</td>
</tr>
</tbody>
</table>

### Social Class/ Socio-Economic Status
- Reimbursement of travelling expenses can be claimed at the Cashier's Office on the day of the appointment.
- No negative impact identified.

### Additional marginalisation
- Staff can accommodate prisoners.
- Hoists are available for patients who are obese.
- The Service has links to Social Work Departments for patients who are homeless; or have alcohol or drug problems.
- No negative impact identified.

### Actions

<table>
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<tr>
<th>Cross Cutting Actions</th>
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<tbody>
<tr>
<td>Contact Learning &amp; Education Advisors for clarity around the new on-line induction programme.</td>
<td>30/04/09</td>
<td>SK</td>
</tr>
<tr>
<td>Investigate the possibility of recording gender, ethnicity and disability.</td>
<td>31/03/10</td>
<td>SK</td>
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<tr>
<td>Specific Actions</td>
<td>Date</td>
<td>Lead Reviewer:</td>
</tr>
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<tr>
<td>Circulate copies of the Multi-Faith Resource for Healthcare Staff.</td>
<td>01/04/09</td>
<td>LMcG</td>
</tr>
<tr>
<td>Circulate copies of 'Not Just a Friend'.</td>
<td>01/04/09</td>
<td>LMcG</td>
</tr>
<tr>
<td>Highlight the issue of patient ambulances cancelling on patients at the last minute.</td>
<td>On-going</td>
<td>SK</td>
</tr>
<tr>
<td>Consider purchasing portable loops for all clinics.</td>
<td>31/3/10</td>
<td>SK</td>
</tr>
<tr>
<td>Consider purchasing different types of chairs e.g. chairs with arms at different heights etc.</td>
<td>31/3/10</td>
<td>SK</td>
</tr>
</tbody>
</table>

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.