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

**Name of Current Service/Service Development/Service Redesign:**

Signage at Lightburn Hospital.

Please tick box to indicate if this is a:  
- Current Service  [x]  
- Service Development  [ ]  
- Service Redesign  [ ]

**Brief description of the above:** (Please include if this is part of a Board-wide service or is locally determined).

Lightburn Hospital provides rehabilitative care for older patients, including specialist units for stroke and post trauma patients plus a day hospital and out-patient clinics.

**Who is the lead reviewer and where based?**

Eddie Watson, Hospital Manager, Lightburn Hospital.

**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):

Domestic Supervisor; Senior Assistant Technical Officer; Physiotherapy Assistant; Patient Representative; Occupational Therapist; Hospital Manager; Quality Co-ordinator; Equality & Diversity Assistant.
<table>
<thead>
<tr>
<th>Equality Category</th>
<th>Existing Good Practice</th>
<th>Remaining Negative Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>• Not applicable</td>
<td>• No negative impact</td>
</tr>
</tbody>
</table>
| Ethnicity         | • Some universal pictorial signs are used. For example, no smoking; disabled parking; toilets. The ECG Department has pictorial signs on the door to assist patients (rhythm picture).  
• Signs are not translated into other languages or have pictorial symbols. | |
| Disability        | • There are signs for the hospital on Edinburgh Road.  
• Majority of signs have white background with deep blue font in title case which is suitable for patients with visual impairments.  
• Signs are at eye level or just below.  
• There are arrows on floors to indicate department entrances.  
• An audit of the signage at Lightburn was conducted to ensure compliance with the Disability Discrimination Act.  
• There are usually a variety of staff in the vicinity of the entrance who are willing to direct patients/visitors and if need be escort them to the appropriate area.  
• Reception desk is staffed during clinic times and can signpost patients and visitors to clinic/department.  
• There are no signs in Carntyne Road to identify the location of the hospital. Therefore, first time patients or visitors may miss the turning for the hospital.  
• The streets and areas South of Edinburgh Road don’t have signs indicating the location of hospital.  
• There is no sign to indicate the main entrance to the main building hospital.  
• There is no directions leaflet for the hospital.  
• Appointment letters don’t mention directions/building locations/location of clinic.  
• Review department signs on doors. Doors are often left open therefore patients can’t see the name of the department.  
• There is no allocated budget for signage. |
Some universal pictorial signs are used. For example, no smoking; disabled parking; toilets. The ECG Department pictorial signs on the door to assist patients.

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>Not applicable</th>
<th>No negative impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religion and belief</td>
<td>Not applicable</td>
<td>No negative impact</td>
</tr>
<tr>
<td>Age (Children/Young People/Older People)</td>
<td>There are signs for the hospital on Edinburgh Road. Majority of signs have white background with deep blue font in title case which is suitable for patients with visual impairments. There are usually a variety of staff in the vicinity of the entrance who are willing to direct patients/visitors and if need be escort them to the appropriate area. Reception desk is staffed during clinic times and can signpost patients and visitors to clinic/department.</td>
<td>No negative impact</td>
</tr>
<tr>
<td>Social Class/Socio-Economic Status</td>
<td>Not applicable</td>
<td>No negative impact</td>
</tr>
</tbody>
</table>
### Additional marginalisation

- There are signs for the hospital on Edinburgh Road.
- Majority of signs have white background with deep blue font in title case which is suitable for patients with visual impairments.
- There are usually a variety of staff in the vicinity of the entrance who are willing to direct patients/visitors and if need be escort them to the appropriate area.
- Reception desk is staffed during clinic times and can signpost patients and visitors to clinic/department.
- No negative impact

<table>
<thead>
<tr>
<th>Actions</th>
<th>Date for completion</th>
<th>Who is responsible?(initials)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cross Cutting Actions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Specific Actions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Consider removing/replacing any old signage that still exists on the site.</td>
<td>April 09</td>
<td>EW</td>
</tr>
<tr>
<td>- Consider using more pictorial signs to aid non English speaking patients/patients with literacy issues and patients with disabilities.</td>
<td>December 09</td>
<td>EW</td>
</tr>
<tr>
<td>- Review signage at main entrance that it directs to the main building.</td>
<td>July 09</td>
<td>EW</td>
</tr>
<tr>
<td>- Review departmental signage on doors.</td>
<td>July 09</td>
<td>EW</td>
</tr>
<tr>
<td>- Consider devising a direction leaflet for the hospital.</td>
<td>December 09</td>
<td>EW</td>
</tr>
<tr>
<td>- Consider researching/holding relatives/carers/patient focus groups to establish if additional external signs are required.</td>
<td>December 09</td>
<td>EW</td>
</tr>
</tbody>
</table>

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

September 2009

Lead Reviewer: Name: Eddie Watson  
Sign Off: Job Title Hospital Manager  
Signature
Date: 17th 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.