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

Name of Current Service/Service Development/Service Redesign:
Outpatient Clinics at Royal Hospital for Sick Children (RHSC), Yorkhill

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).
RHSC is one of three Children’s Hospitals in Scotland. The Outpatient Department provides a wide range of clinics for children and young people from birth to the age of 16. The Department provides clinics both on their premises and outreach clinics which are held in a variety of Child Development Centres across the City. The service currently caters for approximately 86,000 patients per year. The specialty clinics range from General Medicine, General Surgery, ENT, Orthopaedics, Ophthalmology etc to more specialist clinics such as Cystic Fibrosis, Cleft Lip and Palate, Rheumatology and Diabetes.

Who is the lead reviewer and where based?
Lesley Bannatyne, Senior Staff Nurse, Outpatient Department, RHSC, Yorkhill.

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):

- Senior Staff Nurse
- Medical Records Administrator
- Family Support Officer
- Staff Nurse
- Physiotherapist
- Clinical Assistant
- Nurse Support
- Patient’s Parents (x2)
- Quality Co-ordinator
- Equality and Diversity Assistant

## Impact Assessment – Equality Categories

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<tr>
<th>Equality Category</th>
<th>Existing Good Practice</th>
<th>Remaining Negative Impact</th>
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| **Gender**        | - The clinics can accommodate the request for a same sex health professional, if possible  
                    - Chaperoning is available (a doctor is accompanied by a nurse during patient examinations).  
                    - Gender is recorded in the patient information database.  
                    To maintain privacy and dignity:  
                    - Private consulting rooms are available  
                    - All examination areas have curtains which can be closed.  
                    - All windows have blinds  
                    - Engaged signs are available if required.  
                    - Some doors can be locked from the inside to prevent interruptions.  
                    - Hospital gowns are available in different sizes for children and young people. | - Although staff have had experience of Gender Based Violence issues they were unaware of NHS Greater Glasgow and Clyde’s Gender Based Violence Policy.  
                    - Not all staff have accessed Equality and Diversity Training. |
| **Ethnicity**     | - Ethnicity is routinely collected for new patients.  
                    - Staff are aware of NHS Greater Glasgow and Clyde’s Interpreting Policy and Procedure. | - Not all staff have accessed Equality and Diversity Training. |
- Some patient information is available in other languages.
- Some clinics have partial booking which means the parents can arrange an appointment time which suits them.
- The complaints procedure is available in the clinics.

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<th>Disability</th>
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|                | • The clinics have portable induction loops.
|                | • Staff are aware how to access sign language interpreters and deaf/blind communicators.
|                | • There is a disabled toilet which has a baby changing facility and a bed for older children who require to be changed.
|                | • A lift is available, which is suitable for wheelchairs.
|                | • Wheelchair scales are available in OPD
|                | • Anatomy models are available to help explain conditions to parents, children and young people.
|                | • Guide dogs and hearing dogs are welcome in the clinics.
|                | • A drop off point is available at the main entrance.
|                | • Some clinics offer different appointment for different staff on the same day to avoid disruption.
|                | • All consulting rooms have height adjustable examination couches.
|                | • All staff have attended training on Hoist manoeuvres
|                | • MDT clinics are set up for patients who require to see a variety of health care professionals at one visit (e.g. Spina Bifida Clinic, Joint Neuro-Respiratory Clinics)

- Staff were unsure if there were posters highlighting the availability of loop systems.
- There is insufficient disabled car parking.
- Not all car parking is covered and it can take some time to disembark from the car, especially with children who require several pieces of equipment.
- Some cars park over the wheelchair ramps which prevents access to pavements.
- Not all doors to the clinic are automated.
- There can be a lack of space in the waiting area which can make it difficult to manoeuvre a wheelchair or buggy.
- If children are in wheelchairs they may have difficulty in accessing some of the toys.
- When patient and their families are attending on a regular basis it can interrupt family and working life and it can be difficult to keep track of appointments.
- Not all staff have accessed Equality and Diversity Training.
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<th>Sexual Orientation</th>
<th>• No issues identified.</th>
<th>• Not all staff have accessed Equality and Diversity Training.</th>
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| Religion and belief                    | • A room can be made available for prayer, or the staff could signpost to the hospital chapel.  
• Hijabs and Prayer mats are available from the Family Support and Information Centre.  
• Staff can access the Religions and Cultures Manual when required.  
• Staff are aware that there can be religious objections to certain medication due to the ingredients. This would be discussed with the family. | • Not all staff have accessed Equality and Diversity Training. |
| Age (Children/Young People/Older People)| • Transition clinics are available for young people who will be moving into Adult Hospital Services.  
• Staff differentiate between children and young people.  
• A Youth Booth is available which is a specific space for teenagers to use whilst waiting for their appointment.  
• The staff can accommodate extended family coming to the clinic (e.g. grandparents).  
• Toys and colouring books are available in the waiting area to keep children entertained.  
• Baby changing facilities are available.  
• All staff have attended Child Protection Training.  
• Anatomy models are available to help explain conditions to parents, children and young people.  
• Animal pictures are used as part of way finding (e.g. ducks to highlight the way to X-Ray Department). | • Not all staff have accessed Equality and Diversity Training.  
• There is no parent and child parking available. |
| Social Class/Socio-Economic Status | • The electronic information board includes information about the reimbursement of travelling expenses.  
• Staff can signpost families to the cashier's office.  
• There is benefit information leaflets available which are provided by the Social Work Department.  
• The Family Support and Information Centre can provide information and signpost to other agencies for benefits advice.  
• For people coming from other Health Boards, staff sign the expenses form and then direct them to the cashier’s office. | • No negative impact identified. |
| Additional marginalisation | • Staff are aware that some patients and their families may have literacy issues and can provide additional support if necessary.  
• The clinics can accommodate young offenders although prior notice is preferred.  
• If a patient has alcohol or drug issues the consultant would refer this to the appropriate agency. | • No negative impact identified. |

| **Actions** | **Date for completion** | **Who is responsible?(initials)** |
| Cross Cutting Actions | | |
| **Specific Actions** | • Staff should access equality and diversity training courses. | October 2010 | LB |
- Ensure staff are aware of NHS Greater Glasgow and Clyde’s Gender Based Violence Policy.
- Find out if there are posters highlighting the availability of loop systems.
- Speak to the Facilities Department regarding the number of disabled car parking spaces and the parking in front of ramps.
- Investigate the possibility of parent and child parking.
- Review the internal doors to the clinics (not all doors are automated).
- Due to the lack of space in waiting areas consider a pilot of pager systems so that patients and their families can wait elsewhere e.g. in the restaurant. (This idea was endorsed by the parents present).
- Review the layout of waiting areas to accommodate wheelchair users and ensure that children in wheelchairs are able to access the toys.
- Consider the possibility of having an online diary of appointments for patients who attend the clinics on a regular basis to minimise disruption.

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<th>Ongoing 6 Monthly Review</th>
<th>Please write your 6 monthly EQIA review date:</th>
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<th>Lead Reviewer:</th>
<th>Sign Off:</th>
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<tr>
<td>Name: Lesley Bannatyne</td>
<td>Job Title: Senior Staff Nurse</td>
</tr>
<tr>
<td>Signature</td>
<td>Date: 20th October 2009</td>
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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.