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:

Head and Neck Cancer Out-Patient Clinic, Glasgow Royal Infirmary

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).

The Head and Neck Clinic at Glasgow Royal Infirmary is for patients who have been diagnosed with head or neck cancer. The Clinic is based in the Queen Elizabeth Building and is held every Tuesday morning. Patients can be referred from their GP; other clinics or through Accident and Emergency. The clinic has an open door facility which means patients can drop in.

The clinic has links to Speech and Language Therapy; Audiology; Dietetics; Oncology and Oral Surgery.

Who is the lead reviewer and where based?

Trish McDonnell, Lead Nurse, ENT & Ophthalmology, Gartnaval General 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):

Lead Nurse; Nursing Assistant; Clinic Co-ordinator x 2; Sister; Secretary; Health Improvement Senior and Equality and Diversity Assistant.
A patient representative had been invited but was unable to attend on the day.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	• Gender is recorded on the patient information system. • Staff would try to accommodate a patient's request for a same sex health professional. • The clinic has had transgender patients and staff were aware of the sensitivity of using the correct name, and would ask the patient how they wished to be addressed. • Some staff have accessed equality and diversity training and there is an on-going programme of staff accessing equality and diversity courses. • There are individual consultation rooms to maintain dignity and privacy.	• Gender data is not routinely analysed. • Staff were unaware of NHS Greater Glasgow and Clyde's Gender Based Violence Plan.
Ethnicity	• Ethnicity is recorded on the patient information system. • Staff were aware of how to book an interpreter. When an interpreter is booked this is written in the case notes and the job reference number is recorded in the patient information system. (This also applies to asylum seekers accessing the service). • If a patient prefers to use a relative to interpret for them, this is documented in the case notes. • The West of Scotland Managed Clinical Network Head and Neck Cancer Information folder is	• Ethnicity data is not routinely analysed.

	available in other languages upon request. • Health Records staff check if the patient is entitled to free hospital treatment. (Eligibility Criteria for Overseas Visitors).	
Disability	• There are dedicated disabled parking spaces available for free in the hospital grounds. • There is drop off facilities at the entrance to the Queen Elizabeth Building and at the entrance to Accident and Emergency. • Disabled toilets are available. • There is sufficient space in the clinic to accommodate wheelchair users. • The West of Scotland Managed Clinical Network Head and Neck Cancer Information folder is available in audio format upon request. • Visual aids are available to assist patient's understanding. For example, anatomy posters before and after surgery; the Information Folder includes diagrams; models of the head and larynx; white boards in the consultation rooms which allow staff to draw diagrams and explain condition and treatment. • Most information is given verbally to patients. • Staff were aware of how to book communication support such as a sign language interpreter. • The clinic can access portable induction loops from the Audiology Department. • Staff were aware of how to use Type Talk for	• The patient information system does not have a specific field to record if a patient has any disabilities. • The waiting area only has a standard size of chair. • Staff were unaware of how to access the Learning Disabilities Nurse.

	patients who are deaf. • There are colour coded lines to help patient find their way to the clinic. • If a patient has learning difficulties, they can bring a guardian, relative or friend with them for additional support. This is documented in the case notes and is also dictated in the letter to the GP. • Guide dogs and hearing dogs are welcome in the clinic.	
Sexual Orientation	• Rather than making assumptions, staff ask the patients 'Who is with you today?' This covers next of kin; partner or spouse. • Staff had not encountered any homophobic behaviour. The staff who had attended equality and diversity training found that it raised their awareness and helped them to understand how to deal with such situations	• No negative impact identified.
Religion and belief	• The Head and Neck Specialist Nurses record the patient's religion in their case notes. • Staff were aware of how to access a hospital chaplain if a patient requested this. • Staff could signpost patients to the hospital chapel if they wished to pray. • Staff can arrange for patients to speak to other patients who have been through a similar experience.	• The Religions and Cultures Manual needs updated.

	• Staff have access to a Religions and Cultures Manual	
Age (Children/Young People/Older People)	• Age is recorded on the patient information system. • The clinic caters for a wide range group. • Each patient is treated on an individual basis. • Staff can arrange for patients to speak to other patients who have been through a similar experience. • A quiet room is available within the clinic for patients. (This room also has washing facilities).	• Age data is not routinely analysed.
Social Class/Socio-Economic Status	• Staff can signpost patients to the Cashier's office to reclaim their travelling expenses. • The Head and Neck Nurse Specialists can signpost patients to the MacMillan Benefits Agency. • The West of Scotland Managed Clinical Network Head and Neck Cancer Information has a section on financial help. This includes information about Statutory Sick Pay; Incapacity Benefit; Attendance Allowance; Disability Living Allowance. • Staff can contact the local council for advice regarding housing. For example, if the patient requires a ground floor flat. • Consultants can provide letters of support for patients applying for benefits.	• No negative impact identified.

	• The Head and Neck Specialist Nurses can complete benefit forms for patients' e.g. Disability Living Allowance form.	
Additional marginalisation	• Prisoners would wait in a separate waiting area. • When staff feel it is appropriate they can signpost patients to other agencies e.g. Alcoholics Anonymous; Glasgow Addiction Services. • Staff can also refer patients to the Smoking Cessation Services.	No negative impact identified.
All	• Staff can arrange for patients to speak to other patients who have been through a similar experience. • A quiet room is available within the clinic for patients. (This room also has washing facilities).	

Actions	**Date for completion**	**Who is responsible?(initials)**
Cross Cutting Actions		
Specific Actions • Review ways of capturing and analysing diversity data. • Circulate information about NHS Greater Glasgow and Clyde's Gender Based Violence Plan. • Review the possibility of purchasing seats in a variety of heights.	 09/10 6/1/10 8/10	 TM Susanne Blythe S. B & P McD

• Circulate contact details for the Learning Disabilities Nurse who can provide advice and support for staff. • Contact the Chaplaincy Team for an update regarding the status of the revised Religions and Cultures Manual.	12/09 12/09	PMcD SB SB

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

April 2010

Lead Reviewer: **Name: Patricia McDonnell**
Sign Off: **Job Title Lead Nurse**
Signature Patricia McDonnell
Date: 19/1/10

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.