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:

Implementation of Solus Screens

Please tick box to indicate if this is a : **Current Service** ☐ **Service Development** ☐
Service Redesign **x**☐

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

SOLUS is a flexible, digital media communication tool, which will be used across different health and social care settings within North Glasgow CHCP to convey a variety of information to service users and staff The digitial media tool will enable the CHCP to convey messgaes on a variety of issues including Health Promotion, local facility / practice information, Infection e.g. Hand Washing , Flu etc. Local Services will also be able to display local information such as key achievements and service announcements – e.g. new opening hours, location changes The solus system will be used in health and social work sites across North Glasgow CHCP including Springburn, Maryhill, Possilpark Health Centres and Royston, Closeburn Street and Maryhill SW Offices.

Who is the lead reviewer and where based?

Hilary Bell, Service Redesign Programme Manager, North CHCP HQ

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):

Planning Manager North CHCP
Equality and Diversity Manager
Keep Well Administrator

Consultation has also been carried out with the Older Peoples Forum re the content for the screens.
Ongoing evaluation of the content, usefulness and accessibility of the screens is planned.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	• Solus enables access to all groups • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public. • Gender specific information can be displayed, e.g. clinics, well man/well women.	• Need to review and undersand process for reviewing content to ensure gender specifc information is on Solus Database
Ethnicity	• The SOLUS content database contains materials suitable for and sometimes orientated for black and minority ethnic communities and those people where English it not their main language. • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to review information in different languages and identify gaps in information. • Need to review how translated information text is displayed on the system

Disability	• SOLUS comes with in-built sound capability. The audio levels can be adjusted remotely to ensure a volume setting most comfortable and appropriate to the viewing/listening area • SOLUS inbuilt content, such as text feeds, have the option to be set up in compliance with the RNIB guidelines. This ensures an appropriate text size and range of approved colour combinations that provide the contrast needed to help the visually impaired. • Induction Loop – SOLUS can be configured to channel the audio into induction loop systems, allowing the public with hearing problems to switch their hearing aids to the “loop” channel. This effectively cuts out all the background noise and ensures that the audio from the SOLUS system is clean. Each Health Centre in the North CHCP has a loop system available • Text delivery is static, with no scrolling, blinking or animation, as this is very difficult and sometimes impossible to read by those with visual impairment and those uncomfortable with flashing and strobe lighting. • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• No negative impact

Sexual Orientation	• Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to ensure that content for Solus Database takes into account needs of different groups
Religion and belief	• Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to ensure that content for Solus Database takes into account needs of different groups
Age (Children/Young People/Older People)	• SOLUS inbuilt content, such as text feeds, have the option to be set up in compliance with the RNIB guidelines. This ensures an appropriate text size and range of approved colour combinations that provide the contrast needed to help the visually impaired. • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to ensure that content for Solus Database takes into account needs of different groups
Social Class/ Socio-Economic Status	• Information can be targeted towards particular groups including money matters and money advice centres or new services targeting different groups. • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to ensure that content for Solus Database takes into account needs of different groups.

Additional marginalisation	• Information can be targeted towards people who face additional marginalisation; information can include access to mental health services, homeless services, housing services • Areas have been assessed and screens will be positioned where there are the highest level of service users and members of the public.	• Need to ensure that people are not exlcuded due to literacy issues.

Actions	**Date for completion**	**Who is responsible?(initials)**
Cross Cutting Actions • Ensure Solus database contains relevent content to different diversity groups.	ongoing	HB
Specific Actions • Contact PERL library to source information in a variety of language formats and update Solus Database content and ensure language displays can be viewed • Need to ensure that literacy issues faced by groups are taken into account through service user feedback for a including PPF.	ongoing	HB

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

6 month review will commence when installation of the screens is complete

Lead Reviewer: **Name: Hilary Bell**
Sign Off: **Job Title Service Redesign Programme Manager**
Signature
Date:

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.