NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool For Frontline Patient Services

NHS Greater Glasgow and Clyde

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

Name of Current Service/Service Development/Service Redesign:

Prosthodontics Department, Glasgow Dental Hospital, Oral Health Directorate

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 Prosthodontics Department is located on the 2nd floor of the Glasgow Dental Hospital. .Prosthodontics is part of restorative dentistry, which aims to restore teeth to their normal form, function and appearance.

Referrals are usually from General Dental Practitioners (Dentists) or Specialist services such as Oral and Maxillofacial; Plastic Surgery; or Ear Nose Throat (ENT). Patients can be referred from other Health Boards.

The department provides care to patients who have congenital problems such as cleft lip and palate resulting in loss of or missing teeth, oral cancer patients and patients who have had surgery to their jaw.

Most of the patients who attend are over 50 years of age.

Who is the lead reviewer and where based?

Kevin Jennings, Consultant in Restorative Dentistry, Glasgow Dental 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):

Dental Nurse Manager; Dental Nurse Team Leader; Consultant in Restorative Dentistry; Visiting Dental Practitioner; Patient Representative; Equality and Diversity Advisor; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	• Staff have accessed Equality and Diversity training which has raised awareness of equality and diversity issues. • Patients are always addressed by their full name and then asked how they would prefer to be addressed. • The patient representative highlighted that they had to change an appointment at short notice and found the staff very accommodating. .	• No negative impact identified.
Gender	• Gender is recorded through the Pasweb patient information system. • Staff try to accommodate requests for same gender practitioners. • Transgender patients have accessed the department and no issues were identified.	• Although gender data is collected it is not routinely analysed. • Staff were unaware of NHS Greater Glasgow and Clyde's Gender Based Violence Plan.
Ethnicity	• Staff are aware of how to access interpreters. • Asylum seekers have accessed the service and no issues were identified.	• Ethnicity data is not routinely collected. Data not analysed. • Staff at the department were unsure if they had received the new interpreting resources and NHS Greater Glasgow and Clyde's Interpreting policy. • Patient information is not currently available in other languages, however, this is being reviewed. • On some occasions, family member or carers are being used as interpreters.
Disability	• If a patient has a disability, this is documented in the case notes.	• Disability data is not routinely analysed. • Although there are some disabled car

	• There are some disabled car parking spaces available, which have to be booked in advance. • The entrance to the building has automatic doors. • The building has a lift with Braille buttons. • There are disabled toilets available. • The reception desk has a loop system, and there are posters advertising this. • Staff were aware of the BT Direct Text Service for patients who are deaf. • If a patient has additional needs, the department can refer patients to the Community Dental Service. • Patients can have their treatment while sitting in their wheelchair. However, there are hoists available to transfer the patient to the dental chair and staff have received moving and handling training. • Assistance Dogs are welcome. • If the patient brings a carer, then the department can accommodate this. • Hospital transport can be arranged for patients who meet the criteria.	parking spaces available these spaces are not monitored. • Patient information is not available in other formats, however, this is being reviewed. • Staff were unsure if the department had access to a portable loop system for consultations.
Sexual Orientation	• Staff are aware of the Civil Partnership Act. • Staff are ware of the importance of using appropriate terminology. • No homophobic attitudes have been encountered.	• No negative issues identified.
Religion and belief	• A prayer room is available. • Staff are able to address specific cultural issues relating to medication which may cause some concerns e.g. by consulting with	• Staff were unsure if the department had access to a Religions and Cultures manual.

	other colleagues.	
Age (Children/Young People/Older People)	• Age is recorded through the Pasweb patient information system. • All staff have attended child protection training. • Staff try to accommodate patients requests for specific appointment times e.g. request for later appointment times. • Baby changing facilities are available on the 5th Floor and are well signposted.	• No negative impact identified.
Social Class/Socio-Economic Status	• Patients who are on benefits are entitled to reclaim their travelling expenses.	• No negative impact identified.
Additional marginalisation	• Patients from the prison service are accommodated at the department. There is a policy and procedures in place. • Patients with drug or alcohol additions would be assessed on an individual basis.	• No negative impact identified.

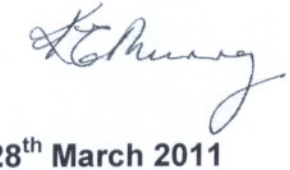
Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions		
• Examine possibilities for recording and analysing equalities data.	25.10.10	Dr Jennings
Specific Actions		
• Circulate NHS Greater Glasgow and Clyde's Gender Based Violence Action Plan for information.	completed	Dr Jennings
• Circulate NHS Greater Glasgow and Clyde's Interpreting Policy and Procedures and the interpreting posters.	completed	Dr Jennings
• If a patient prefers to use a family member to interpret, make sure that this is documented in the case notes.	completed	Dr Jennings
• Clarify if the department has access to a portable loop system.	completed	Mrs Shanks
• Clarify if the department has access to a Religions and Cultures Manual.	completed	Dr Jennings
• Staff should provide patient information about the service and care in different formats and a range of languages.	ongoing	Dr Jennings
• In conjunction with the Facilities Directorate, review the availability and usage of disabled car parking spaces	ongoing	Dr Jennings

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

28.10.10

Lead Reviewer: **Name: Dr Kevin Jennings**

Sign Off: **Job Title: CHP Director**

Signature: 

Date: **28th March 2011**

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.