

**MID CHESHIRE HOSPITALS NHS FOUNDATION TRUST
EQUALITY IMPACT ASSESSMENT OF SERVICES 2010/11 - ACTIONS**

Division/No	Area	Lead	Actions	Due date	Progress	RAG
E&F7	Site Services	Miriam Hickman Head of Facilities	A mechanism for the inclusion of Patients with physical impairment and mental health issues in the development and monitoring process should be developed.	August 2011 TBC	The issue of inclusion of Patients with physical impairment and mental health issues in the development and monitoring process is a Trust wide issue that has been discussed at the patient experience committee. Action was deferred pending the election of the Governors. Head of Facilities to raise at next meeting. Next meeting is on 19 th January 2012	AMBER
E&F15	Waste	Head of Facilities	Modify the waste stream to comply with national guidance (colour blindness issue)	November 2011 April 12	The Waste pre acceptance audit has been supplied to SITA our waste contractor and reviewed by the Environment Agency. They have accepted it but require two further modifications. A site audit of all internal waste bins and waste holds is currently being completed. Once this is complete a gap analysis will be completed to identify where the orange waste stream can be introduced and the resource implications of its introduction.	AMBER
E&F 19	Car Parking	Security/Green Travel Manager	Review, complaint, feedback and incidents to ensure that the current provision of disabled parking meets	March 2012	A system is now in place where complaints/comments and IR1 reports are regularly reviewed in order to identify	GREEN

			the needs of service users		any trends or actions required relating to the provision of disabled spaces. The current trend appears to be concern regarding the charging for disabled parking rather than the location or number of disabled spaces available. A recent benchmarking exercise demonstrates that Leighton does fall into the lowest quartile for disabled spaces per total car parking but disabled drivers who cannot find a space are directed to general parking spaces close to the hospital another benchmarking exercise demonstrated that MCHFT is one of two Trusts in the area to charge for disabled parking. However the Trust also has the largest range of concessionary passes available, charging for disabled parking contributes to the funding of these concessionary passes.	
DCSS3	Breast Imaging	Ruth Crichton, Superintendent Radiographer	Change the reception desk and install automatic opening doors to the unit to improve access for wheel chair users.	Jan 2011 2012	Changes to reception desk Jan 2011. The change to the doors has been delayed and will be updated to automatic when the unit is checked for asbestos, as part of ongoing work within the Trust. This is due in 2012.	AMBER
DCSS4	Breast Cancer Family History	Tracey Hale. Breast Care Unit	Audit of the referral patterns of women attending the clinic over 9 months.	Aug 2011 Feb 2012	All data has been gathered and evaluated. It will be	GREEN

		Family History Service	Results to the departmental audit meeting within three months of completion of the audit.		presented as written report at next unit meeting on 28 Feb 12. Actions, Use GP newsletter/link to increase awareness of service.	
DCSS5	Leighton OPD	Aly Berman. Manager	Main reception desk not at wheelchair height. Only one disabled toilet. To be assessed as part of disability access audit, to be commissioned by the Trust.	Mar 2011 Action in line with DAA report.	Report completed. 2nd accessible toilet within easy reach. Awaiting refurb of department.	AMBER
DCSS10	Medical Records	Dawn Walker	Written standard operating procedure to be developed to assist staff and to enable them to identify patients with a disability.	March 2011 TBC July 2011 December 2011	Article produced for GP link. Possible process discussed at July E&D Committee. Agreed to introduce process to identify patients with visual impairment and to contact them by telephone or other means to confirm their appointment. Process to be trialled until December 2012. Process to be documented. Process documentation received by November E&D Committee. Review in January	GREEN
Corp1	L&D	Sharan Arkwright Head of L&D	Learning and Development Forum to receive and consider E&D annual report access figures for training	Jul 2011 Sep 2011 Nov 11 Mar 12	The L&D Forum considered the report and wanted more information with regards to a breakdown of data for their Divisions. Discussion took place with the Workforce Analysts to	GREEN

					provide the data. Further data requested by Forum being extracted for next meeting.	
Corp2	ICT	Dave Rooke Head of ICT	Intranet and Intranet sites to meet good practice access standards	TBC April 12	Project to review all aspects of internet to be commenced in November 2011. Project underway	AMBER
Corp4	Occupational Health	Keith Williamson Clinical Lead	Review emergency egress from OH department for disabled people with Fire Officer.	March 2011 June 2011 TBC Sep 2011 Dec 2011	Discussion with Fire Officer take place. In the absence of funding for physical alteration, internal procedure to be drafted. Removable ramp to be provided. Removable ramp insitu Suggest closure	GREEN
Corp9	Trust Membership	Mel Steele Acting Trust Secretary	Review Trust constitution including consideration of current minimum age of 16 for membership.	May 2011 October 11 2012/13	Decision not to change in 2011/12. Consider practicalities and review in 2012/13.	AMBER
Corp10	Trust Membership	Mel Steele Acting Trust Secretary	Monitor Trust membership by agreed protected characteristics.	Annually	First collection date to be agreed.	AMBER
Corp 13	Human Resources Management	Melissa Ellis Head of HRM	Monitor outcome (dismissal, down-grading) of change management programmes.	During 2011/12	System in place. Numbers too small at present to allow for meaningful analysis. Summary to be presented at March HR Performance Committee if appropriate.	GREEN

Corp 14	Information Governance	Jessica Pickup IG Manager	To protect the Human Right to Privacy the IG Manager will liaise with the Information Communication Technology Department to ensure that arrangements are made for the Trust's email policy to reflect what information can be released.	July 2011 Oct 2011 Nov 11 April 12	Policies in progress, Due at IG Committee on the 13 th April 2012	AMBER
Corp 20	Patient Information	SP	Pregnancy/Maternity - Hand held notes have been developed to ensure information is given out consistently – information leaflets are provided contained in one pack not separately. To be available August 2011	August 2011	Completed. Recommend closure	GREEN
Corp 21	Patient Information	SP	Easy read information leaflets are available on consent, (pals leaflet in development – to be available September 2011)	September 2011	Ordered. Amendment to one image agreed. Awaiting proof.	GREEN
Corp 22	Voluntary Services	L Edwards Voluntary Services Manager	Monitor racial/ethnic origins etc. and seek to promote opportunities to under represented groups within the community.	June 2011 Ongoing – review in 2012 Volunteers Report	Application forms amended to enable monitoring of racial/ethnic origins. To work in conjunction with PPI to promote volunteering opportunities with under represented groups in the community. Review in 2012 Volunteers Report.	GREEN
Corp 23	Voluntary Services	L Edwards Voluntary Services Manager	Indicate on forms and publications that voluntary work can be arranged to suit the requirements of an individual's religion or beliefs.	June 2011 At next publication 2012	Application forms amended. Volunteering publications to be revised on reprint.	GREEN
EC1		Loraine Cornes Modern Matron	Achieve 95% known patient ethnicity.	Ongoing	Improved rate from March 2010 – March 2011.	AMBER
EC2		Loraine Cornes	Link with Privacy and Dignity Matron to	September	To review with Liz	

		Modern Matron	ensure signage for Mecca is provided.	2011 Sep 12	Robinson.	RED
EC3		Loraine Cornes Modern Matron	Review needs for Trans patients following 8 March training event. Review arrangements for assessing accommodation arrangements.	June 2011 September 2011 April 2012	To review Trust guidance and confirm if any actions are required.	AMBER
EC4		Loraine Cornes Modern Matron	Link with Privacy and Dignity Matron to review needs of patients with dementia. Develop Wards 6 18 (and 15) as centre of good practice for dementia.	June 2011 September 2011 Ongoing from October 2011 Fully implemented January 2012	Meetings underway. Likely start October. Staff training currently provided and ongoing. Suggest closure	GREEN
EC6	Out Patients	Loraine Cornes Modern Matron	Link with Privacy and Dignity Matron for advice on appointment letters for patients with learning disabilities.	December 2011 March 2012	Letters drafted for breast screening - use as template for other areas.	AMBER
EC7	AE, EAU	Loraine Cornes Modern Matron	Consider improved signage in A/E and EAU following review of Disability Access Audit.	With refurbishment	EAU complete. Date for A&E not yet available.	AMBER
EC8	Urgent Care Centre	Service Manager supported by PALS	Need to consider relevant health information for travellers due to literacy skills.	Jan 2012	New action, transferred from PCT	
EC9	Urgent Care Centre	Service Manager supported by PALS	Need to consider literature which will be appropriate for all users, looking at pictorial guides for those with limited literacy skills.	Jan 2012	New action, transferred from PCT	
S&C1	H&N Outpatients/Audiology	Caroline Thompson OPD Manager	A bid for charitable funds to purchase Alert paging system to be used in clinic for patients with sensory impairment has	May 2011 September 2011	League of Friends have agreed to fund Alert Pager System and order to be	GREEN

			been submitted to League of Friends	Jan 2012 Jan 2012	placed through supplies	
S&C2	H&N Outpatients	Caroline Thompson OPD Manager	Examination chair has a weight limit of 21 stone. Risk assessment required for increasing volume of obese patients in the local health economy.	September 2011 Jan 2012	Risk assessment completed. Actions to be agreed	AMBER
S&C3	Theatres	Helen Nutkins Matron	Review need for range of heavy weight equipment at least annually	March 2012		
S&C4	Acute Pain Management	Helen Nutkins Modern Matron	Review need for information in alternative languages.	October 2011 TBC	Staffing shortages due to absence. Revised due date to be agreed	RED
S&C6	Ophthalmology Outpatients	Breda Waters Eye Care Centre Manager	Availability of information leaflets in alternative languages to be reviewed	October 2011 Mar 2012	Delayed due to other issues in department	RED
S&C8	Ophthalmology Outpatients	Del Owen, Matron	Review 'passport' arrangements for Travellers.	June 2011 Dec 2011 Mar 2012	Priority given to developing patient passport for Glaucoma patients due to Clinical Service Strategy and commissioning intentions. This passport will be adapted for use by Travellers once complete.	RED
S&C10	Ophthalmology Outpatients	Denise Tokely-McNicholas, Service Manager	Increased partnership working with IRIS to support patients attending Eye Care Centre.	Ongoing - March 2012	Optometry Service Review in progress. Commissioning options to be explored	AMBER