

Equality and Diversity Report 2013

Stafford Skincare

April 2013

As part of the annual Survey, all new patients attending Stafford Skincare's NHS Community Clinic are asked to fill in a Patient Experience Survey. The questionnaire is completely anonymous and taking part is voluntary. The time period for this particular Report was from January – March 2013. The questions were similar to the previous year and covered a range of topics:

- Patient Experience – patients have the opportunity to rate various aspects of the service, such as staff attitude, opportunity to discuss their skin problem, privacy and dignity
- How accessible the clinics are – to see if the location of the clinic and the ease of making appointments fits in with providing health care which is convenient for the patient
- Information – receiving information leaflets and advice about skin conditions and information on health promotion

As part of the Survey, information is also collected which specifically relates to eight “protected characteristics” which are described in the Equality Act 2010. These include:

- Race
- Sex
- Disability
- Sexual orientation
- Religion or belief
- Gender reassignment
- Age
- Pregnancy and maternity

Analysing this information will help to see if any group of patients (*e.g.* patients aged 75+ years) are discriminated against either directly or in an indirect manner.

2012 Equality and Diversity Report

Last year's survey is summarised below:

Privacy and Dignity, Opportunity to discuss the problem and the treatment plan; Were your views listened to?

100% of patients rated these aspects of the service as either “good” or “very good”. Of these, 87 – 96% patients rated the service as “very good”.

Staff Attitude and Communication

61% of patients rated this aspect of the service as "very good"; 35% of patients rated it as "good"; 4% described it as "neither bad nor good". Younger people, females, and those not living in Stafford, were more likely to rate the service as "good" or "neither good nor bad" (mean age 46 *versus* 60 years; 67% *versus* 43% females).

How easy was it to get to the clinic?

70% of patients found the clinic "very easy" to get to; 26% of patients found the clinic "easy" to get to; and 4% found it "difficult" to access. Patients living in the Stafford locality in general found the clinic "very easy" to access; those living further away found it more difficult. There was no difference in age or gender between these groups. Patients reporting a disability found it "very easy" to access.

Receiving information leaflets

83% of patients reported that they had received information. 13% of patients left this section blank; 4% did not receive any information. People who did not answer or who did not receive information were slightly older and more likely to be male (mean age 62 *versus* 58 years; 75% *versus* 42% male)

2012 Equality Objectives

Following last year's survey, two Equality Objectives were drawn up:

1. To provide written information for >90% patients, ensuring that older patients, especially men, are offered written information.
2. To improve Staff attitude and Communication so that next year's Survey finds that >75% of patients report that they find it "very good"

Results of Equality and Diversity Survey 2013

The following charts show some of the protected characteristics of patients attending Stafford Skincare in 2013. The figures are presented as percentages, rather than as individual numbers to make sure that patients cannot be identified. Some information is not detailed where it would be possible to identify patients by presenting it.

Race

81% of patients attending Stafford Skincare described themselves as "British or mixed British"

Sex

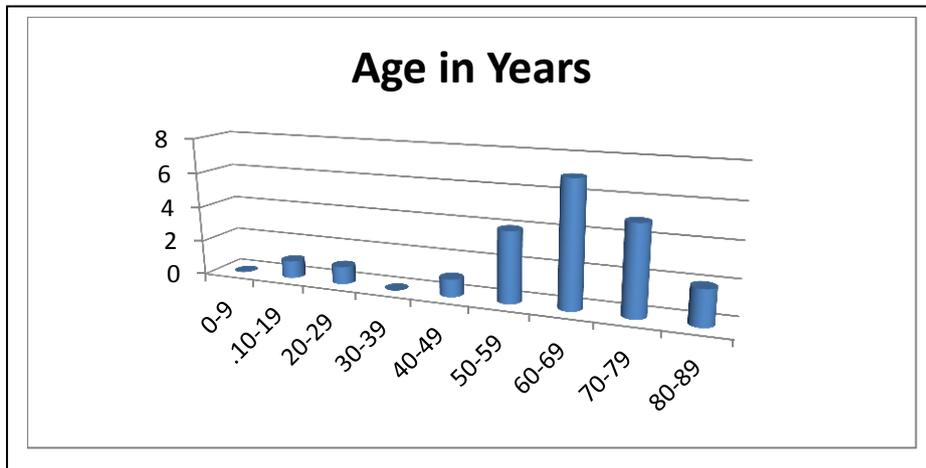
48% of people attending the clinic were male; 52% were female

Disability

9% of patients reported a disability.

Age

To ensure that the data remained anonymous, the information on age was collected in "age bands" rather than the actual age of the patient as this may have allowed the patient to be identified. The majority of patients reported that they were in the 60 -69 year old age band.



Postcodes

All patients attending Stafford Skincare's NHS Community Clinic lived in the Stafford locality.

Equality Impact Assessment

The Patient Experience Survey was further analysed against the protected characteristics of the patients attending Stafford Skincare. For each of the following aspects relating to the "Quality" of patient experience of the service, patients were asked to rate the service as:

1. very bad
2. bad
3. neither bad nor good
4. good
5. very good

Privacy and Dignity

85% of patients rated the service as "very good". The remaining 15% of patients rated this aspect of the service as "good"

Staff Attitude and Communication

85% of patients rated this aspect of the service as "very good"; 15% of patients rated it as "good"

Opportunity to discuss the problem and the treatment plan

85% of patients rated this aspect of the service as "very good"; 15% of patients rated it as "good"

Were your views listened to?

85% of patients rated this aspect of the service as "very good"; 15% rated it as "good"

Comment:

The majority of patients found the service to be "very good". For each of the 4 aspects; patients who rated the service as "good" were more likely to be female (67% *versus* 47%); and less likely to be British or mixed British (67% *versus* 88%). There was no significant difference in mean age (65 years *versus* 61 years for staff attitude; other 3 aspects 62 years *versus* 61 years). All patients who rated the service as "good" were able-bodied.

Convenient Care Closer to Home

There are a series of questions looking at "access to the clinic" – to see how easy it is for patients to come to Rowley Hall Hospital, Stafford, for their appointment. The patients were asked to rate access to the clinic as:

1. very difficult
2. difficult
3. neither difficult or easy
4. easy
5. very easy

How easy was it to make an appointment?

95% of patients found it "very easy" or "easy" to make an appointment for the NHS community clinic.

How easy was it to get to the clinic?

80% of patients found the clinic "very easy" or "easy" to get to; 15% patients found it "neither easy nor difficult" and 5% found it "difficult" to access.

Patients who found it "very easy" or "easy" to access were more likely to be male (56% *versus* 25%), slightly younger – but not significantly (61 years *versus* 65 years) and those living in the ST16 or ST17 Post Code areas (53% *versus* 0%) compared to those who found it more difficult. All patients registered as "disabled" found the clinic "very easy" to access.

Receiving information leaflets

Patients are asked to answer either Yes or No, to say if they received written information leaflets on their skin condition or on Health Promotion such as Sun Protection advice.

95% of patients reported that they had received written information on their skin condition or on Health Promotion (5% of patients reported that they did not receive written information on their skin condition; an additional 15% of patients did not receive information on Health

Promotion). All patients who reported that they had not received written information were male (100%) with a mean age of 65 years.

Were the Equality Objectives from 2012 achieved?

1. To provide written information for >90% patients - To ensure that older patients, especially men, are offered written information:
 - In 2013, 95% of patients reported that they had received written information either on their skin condition or on Health Promotion. Again, males are more likely to report that they have not received information.

2. To improve Staff attitude and Communication so that next year's Survey finds that >75% of patients report that they find it "very good":
 - In 2013, 85% of patients rated this aspect of the service as "very good"; 15% of patients rated it as "good".

Equality Objectives for 2013

To maintain the standards of patient care and experience described in this Survey.

To endeavour to find out why males continue to have difficulty accessing written information.

Summary

Overall, I am very pleased that patients are reporting high levels of satisfaction with the NHS Community Clinic Service based at Rowley Hall Hospital, and wish to acknowledge that this is a team effort – Thank you.

The Clinic seems to be convenient to access for the majority of patients, including disabled patients.

I am particularly pleased that the Equality Objectives set in 2012 have been achieved this year.

Once again, Thank you to everyone who filled out the form, and for your kind comments!