

Equality and Diversity Report 2015

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This Report follows a similar format to previous Reports, thus allowing comparison between years.

Patients attending Stafford Skincare's NHS Community Dermatology Clinic are asked to fill in an anonymised Patient Experience Survey, which is based on NICE Guidance (CG138). The Survey gives people and their carers the opportunity to comment on various aspects of the Dermatology service including:

- Staff attitude and communication
- Opportunity to discuss their skin problem and treatment plan
- Were their views listened to?
- Privacy and dignity
- How convenient were the clinics to attend
- Was information provided regarding the skin complaint

Additional questions relate to The Equality Act 2010 which describes eight "protected characteristics" including:

- 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.

Demographics

Race

97% of patients attending Stafford Skincare described themselves as "British or mixed British". Previous Reports were 96% (2012); 81% (2013); 96% (2014).

Sex

40% of people attending the clinic were male; 60% were female. This was the same ratio as last year. In 2012 and 2013, the ratios were 48% male and 52% female.

Disability

12% of patients reported a disability. The Reported prevalence of "Disability" in previous years was 4% (2012), 9% (2013) and 5% (2014).

Age

The majority of patients were in the 60 - 69 year old age band, similar to all previous years.

Postcodes

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

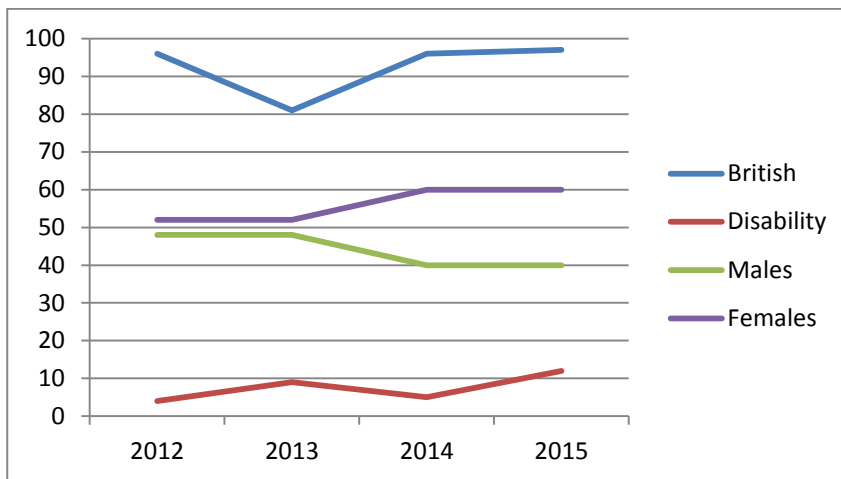


Figure 1: Demographics

Summary of Patient Experience Reports

Privacy and Dignity

2012: "very good" - 87%, "good" - 13%

2013: "very good" - 85%, "good" - 15%

2014: "very good" - 96%, "good" - 4%

2015: "very good" - 95%, "good" - 5%

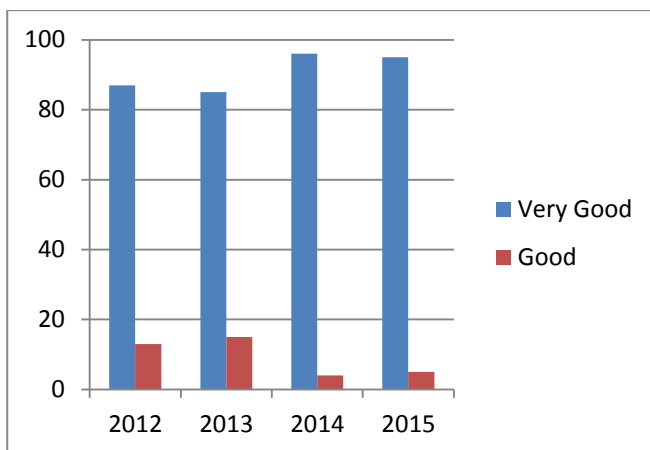


Table 1: Privacy & Dignity

Opportunity to discuss the problem and the treatment plan

2012: "very good" - 96%, "good" - 4%
2013: "very good" - 85%, "good" - 15%
2014: "very good" - 96%, "good" - 4%
2015: "very good" - 98%, "good" - 2%

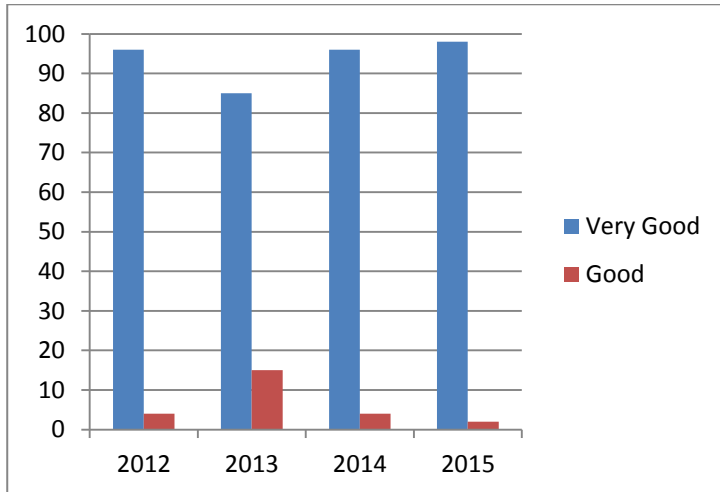


Table 2: Opportunity to discuss Treatment Plan

Were your views listened to?

2012: "very good" - 91%, "good" - 9%
2013: "very good" - 85%, "good" - 15%
2014: "very good" - 96%, "good" - 4%
2015: "very good" - 96%, "good" - 4%

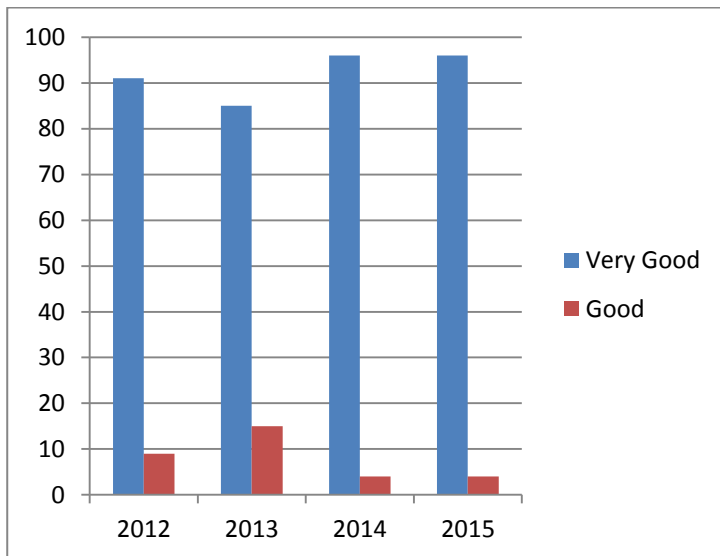


Table 3: Were your Views listened to?

Staff Attitude and Communication

2012: "very good" – 61%, "good" – 35%, "neither good nor bad" – 4%
 2013: "very good" – 85%, "good" – 15%, "neither good nor bad" – 0%
 2014: "very good" – 92%, "good" – 6%, "neither good nor bad" – 2%
 2015: "very good" – 88%, "good" – 10%, "neither good nor bad" – 2%

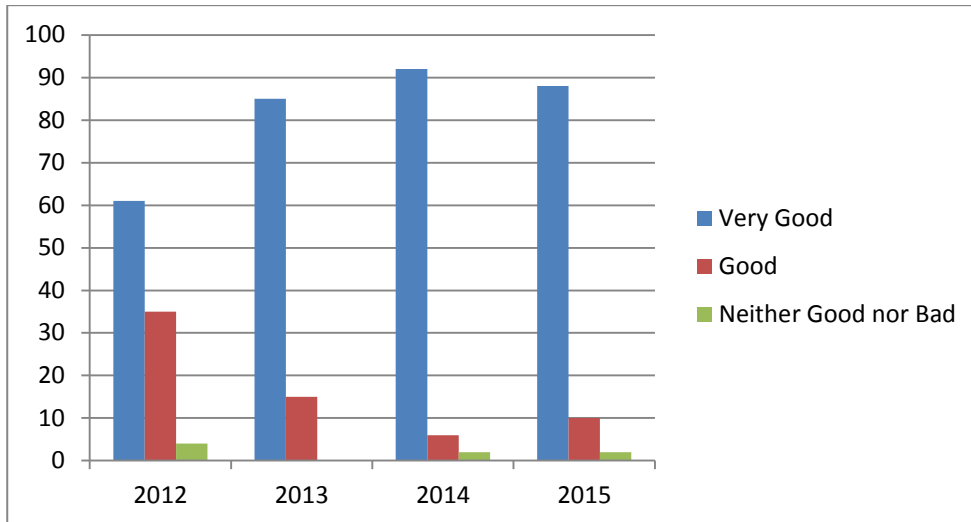


Table 4: Staff Attitude & Communication

How easy was it to get to the clinic?

2012: "very easy"–70%, "easy"–26%, "neither easy nor difficult"–0%, "difficult"–4%
 2013: "very easy"–62%, "easy"–29%, "neither easy nor difficult"–8%, "difficult"–1%
 2014: "very easy"–74%, "easy"–20%, "neither easy nor difficult"–4%, "difficult"–2%
 2015: "very easy"–64%, "easy"–27%, "neither easy nor difficult"–4%, "difficult"–5%
 (1/129 patients found it "very difficult" to get to the clinic in 2015)

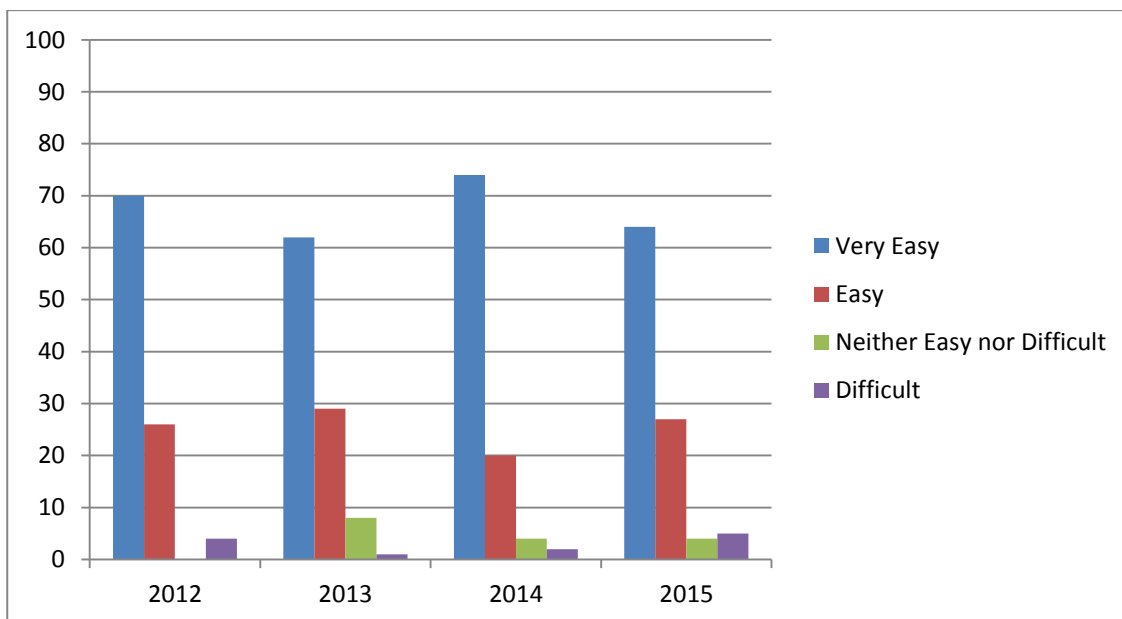


Table 5: How easy was it to get to Clinic?

Receiving information on their skin condition

2012: "Yes" – 83%, "No" – 4%, "Not Answered" – 13%

2013: "Yes" – 95%, "No" – 5%

2014: "Yes" – 98%, "No" – 2%

2014: "Yes" – 98%, "No" – 2%

Equality and Diversity Analysis

In 2012, younger people, females, and those not living in Stafford, were more likely to rate the service as "good" or "neither good nor bad". People living in Stafford 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. People who did not answer or who did not receive information were slightly older and more likely to be male.

In 2013, the majority of patients found the service to be "very good". People who rated the service as "good" were more likely to be female and less likely to be British or mixed British. Patients who found the clinic "very easy" or "easy" to access were more likely to be male, slightly younger and those living in the ST16 or ST17 Post Code areas compared to those who found it more difficult. All patients registered as "disabled" found the clinic "very easy" to access. All patients who reported that they had not received written information were male.

It was more difficult to undertake a meaningful analysis in 2014, as most respondents found the service to be "very good" and 98% received information on their skin condition. There was no particular group of people who found the clinic more or less easy to access as regards gender, age, race or disability.

Again in 2015 it was more difficult to make comparisons as the majority of patients found the service overall to be "very good" and most received information on their skin condition. There was no particular group of people who found the clinic more or less easy to access as regards gender, age, race or disability.

Were the Equality Objectives from previous years achieved?

1. To provide information for >90% patients:

- In 2013, 95% of patients reported that they had received information on their skin condition
- In 2014, 98% of patients reported that they had received information on their skin condition
- In 2015, 98% of patients reported that they had received information on their skin condition

2. To improve Staff attitude and Communication, with >75% of patients reporting that it is "very good":

- In 2013, 85% of patients rated this aspect of the service as "very good"; 15% of patients rated it as "good"
- In 2014, 92% of patients rated this aspect of the service as "very good"; 6% of patients rated it as "good"
- In 2015, a smaller proportion of people reported Staff attitude and Communication as "very good" – down to 88%; 10% of patients rated it as "good"

Equality Objectives for 2016

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