

Equality and Diversity Report 2016

Stafford Skincare (Cannock and Lichfield Clinics)

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This Report follows a similar layout to previous Reports, thus allowing comparison between years. The difference this year is that the NHS Community Service has been de-commissioned, and this Report relates to "private patients" only.

Patients attending Stafford Skincare clinics at Cannock and Lichfield during August 2015 were 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
- Patient Information / Health Promotion
- Patient Confidentiality
- Raising Concerns

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

94% of patients attending Stafford Skincare described themselves as "British or mixed British". Previous Reports were 96% (2012); 81% (2013); 96% (2014); 97% (2015).

Sex

69% of patients attending the clinics were female. There is a higher female attendance which may be explained by the inclusion of patients attending the Lichfield clinic for cosmetic procedures. Previously, the percentage of females ranged from 52% – 60%.

Disability

4% of patients reported a disability. The Reported prevalence of disability in previous years was 4% (2012), 9% (2013), 5% (2014) and 12% (2015).

Age

The majority of patients were in the 50 - 59 year old age band, which is a decade younger to previous years. The second largest group of patients were children aged 0-19 years and adults aged 60 – 69 years. This differs to previous years where the majority of patients were in the 60 – 69 year age group. The differences in age groups may be explained by: the previous NHS service did not see children, and more people attended for cosmetic reasons as it was a private service only.

Postcodes

Private Patients travelled from across the Region, including Cannock, Stafford, Stoke, Wolverhampton, Lichfield and Derby.

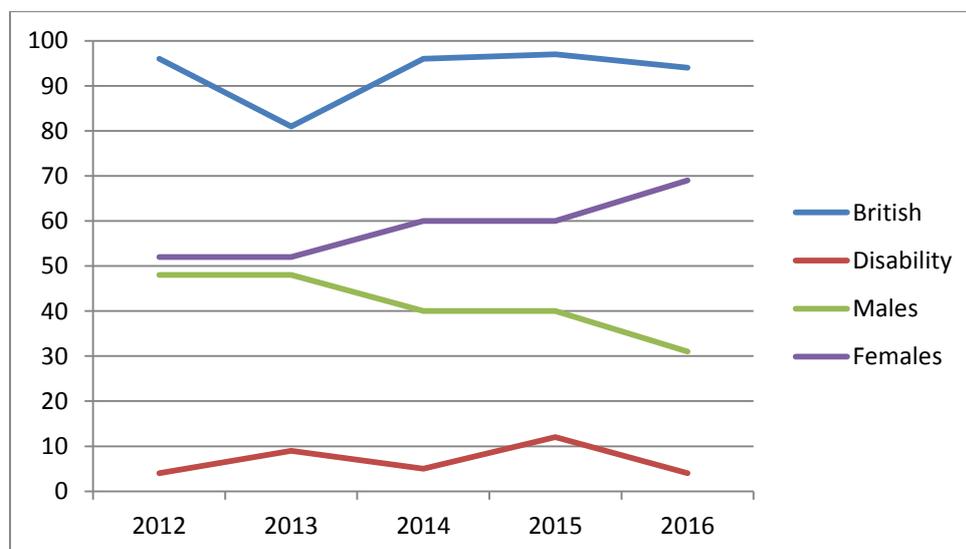


Figure 1: Demographics

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%

2016: "very good" – 97%, "good" – 0%, "not answered" 3%

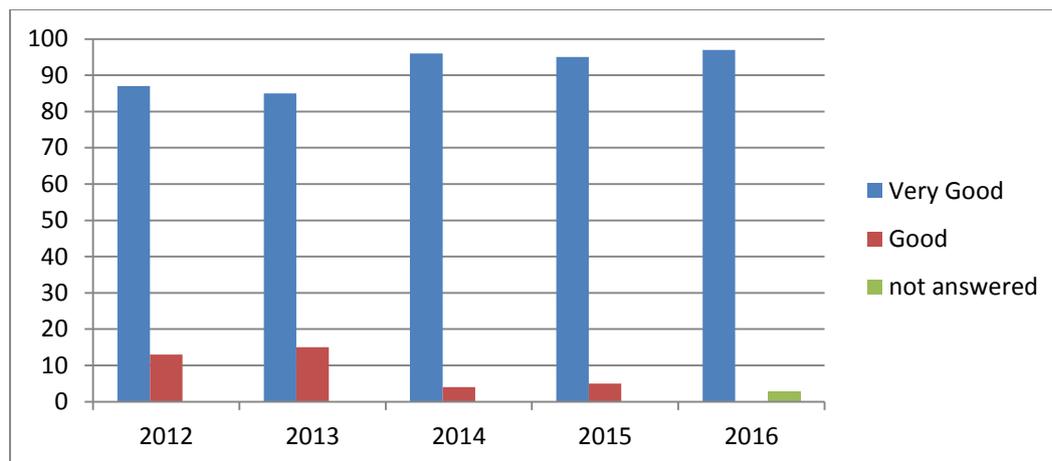


Table 1: Privacy & Dignity

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%

2016: "very good" – 97%, "good" – 3%

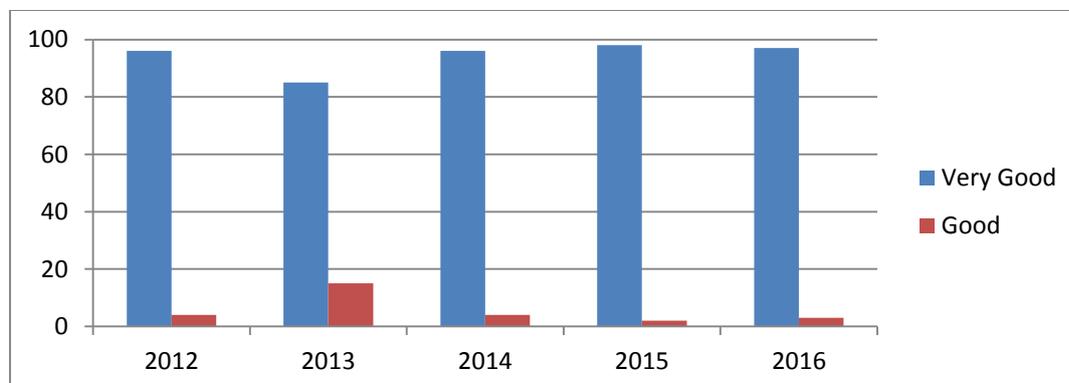


Table 2: Opportunity to discuss Treatment Plan

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%
 2016: "very good" – 90%, "good" – 10%

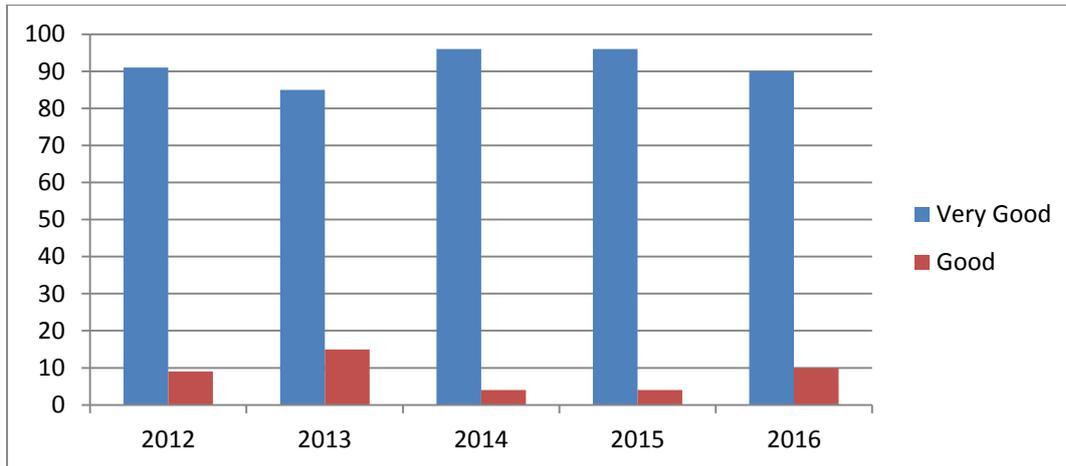


Table 3: Were your Views listened to?

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%
 2016: "very good" – 90%, "good" – 10%,

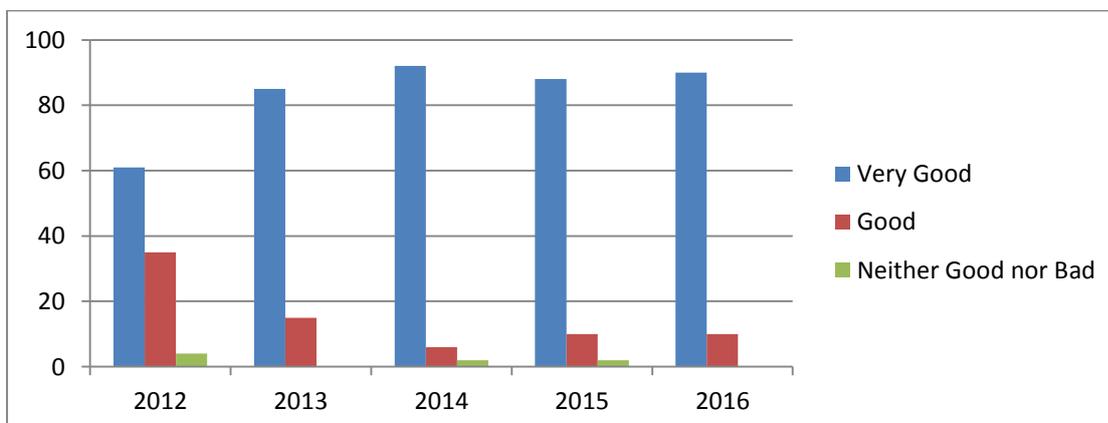


Table 4: Staff Attitude & Communication

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%
2016: "very easy"-65%, "easy"-29%, "neither easy nor difficult"-6%, "difficult"-0%

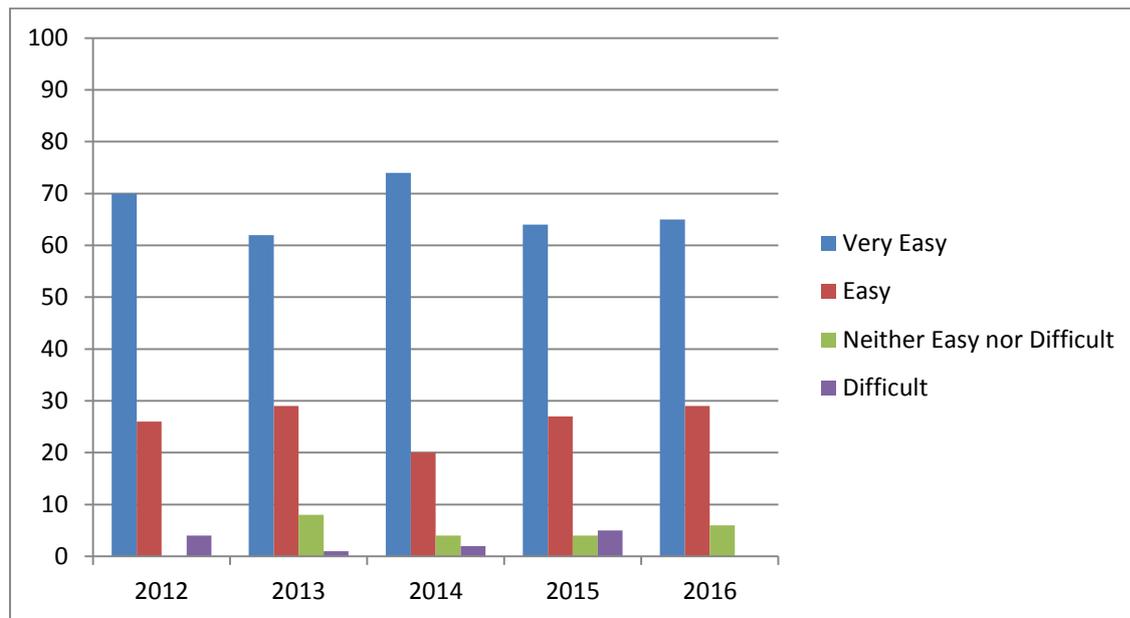


Table 5: How easy was it to get to Clinic?

Receiving information on their skin condition

2012: "Yes" - 83%, "No" - 4%, "Not Answered" - 13%
2013: "Yes" - 95%, "No" - 5%
2014: "Yes" - 98%, "No" - 2%
2015: "Yes" - 98%, "No" - 2%
2016: "Yes" - 100%, "No" - 0%

2016: Patient Confidentiality

All patients (100%) were aware that all personal information is treated as confidential and not disclosed to anyone else.

2016: Raising Concerns

Thirty patients (97%) felt comfortable discussing any issues or concerns with Dr Ward. One patient (3%) said that they would not be comfortable, but did not state why not.

Equality and Diversity Analysis

This year's Report is interesting as it compares a different group of patients to previous years. Between 2013 and 2015, the Equality and Diversity Analysis looked at NHS patients attending a low risk Basal Cell Skin Cancer service. Children were excluded, and all patients attended Rowley Hospital in Stafford. This Report looks at private patients, aged 5 years+ attending 2 clinics, in Lichfield and in Cannock, for a variety of skin problems including cosmetic treatments and minor skin surgical procedures.

Six children (5 – 19 years) were seen at the Cannock clinic, as CQC restrictions meant that they could not be seen at Rowley Hospital in Stafford. Four children (post codes ST17, ST18, ST18, WS7, 67%) found the clinic "very easy" to access, one found it "easy" (post code ST18, 17%), and one found it "neither easy nor difficult" (post code ST18, 17%). This suggests that children living in Stafford generally found the clinic easy to access.

More people attending the Lichfield clinic described access as "easy" (B90, ST10, WV6, WS11, one not recorded) as compared to "very easy" (DE13, WS13, WS14, B79, ST14, ST20) if they lived further away. One person, living at post code ST10 described access as "neither easy nor difficult".

There was no significant difference in Patient Experience, Receiving information on their skin problem / Health promotion, Awareness of Patient Confidentiality and Raising Concerns in relation to age, gender, post code, disability status or race, but in some cases the small numbers made it difficult to analyse.

In general, the results were very similar to previous years, in spite of the smaller sample size analysed this year.

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
- In 2016, 100% 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"
- In 2016, 90% of patients rated this aspect of the service as "very good"; 10% of patients rated it as "good"

Equality Objectives for 2017

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

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