

Equality and Diversity Report 2017

Stafford Skincare (Cannock and Lichfield Clinics)

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22.04.17

A representative snapshot of people attending Stafford Skincare were invited to complete an anonymous questionnaire. During January 2017 and February 2017, 20 consecutive people attending the Cannock Clinic and 20 consecutive people attending the Lichfield Clinic were asked to fill in a Patient Experience Survey. The Survey is based on "Patient Experience in adult NHS services: improving the experience of care for people using adult NHS services" (2012, NICE CG138). It also incorporates the updated guidance on information sharing from the Caldicott Review: information governance in the health and care system (2013).

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
- Sharing Patient Information with Friends, Family and Carers
- Raising Concerns and Complaints

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

Ethnicity

95% of people attending Stafford Skincare described themselves as "British or mixed British". Previous Reports were 96% (2012); 81% (2013); 96% (2014); 97% (2015); 94% (2016).

Gender

74% of people attending Stafford Skincare were female. The high female attendance may be explained by the inclusion of patients attending the Lichfield clinic for cosmetic procedures, as 90% of people attending the Lichfield Clinic were female compared to 58% females attending the Cannock Clinic.

Disability

10% of patients reported a disability. The Reported prevalence of disability in previous years was 4% (2012), 9% (2013), 5% (2014) and 12% (2015); 4% (2016).

Age

The majority of patients were over 40 years' old, people aged 50 – 59 years being the dominant age group at the Lichfield Clinic. More children were seen at the Cannock Clinic than at Lichfield.

Postcodes

People attended Stafford Skincare from across Staffordshire including Cannock, Stafford, Stoke, Sutton Coldfield, Wolverhampton and Lichfield.

People attending the Cannock Clinic were more likely to live locally, with 11 out of 17 people who answered the question having a Cannock postcode (65%).

People attending the Lichfield Clinic also attended from the Swindon, Coventry and Crewe area. They were less likely to live locally with only 3 out of 19 patients who answered the question living in Lichfield (16%).

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%

2017: "very good" – 98%, "good" – 2%

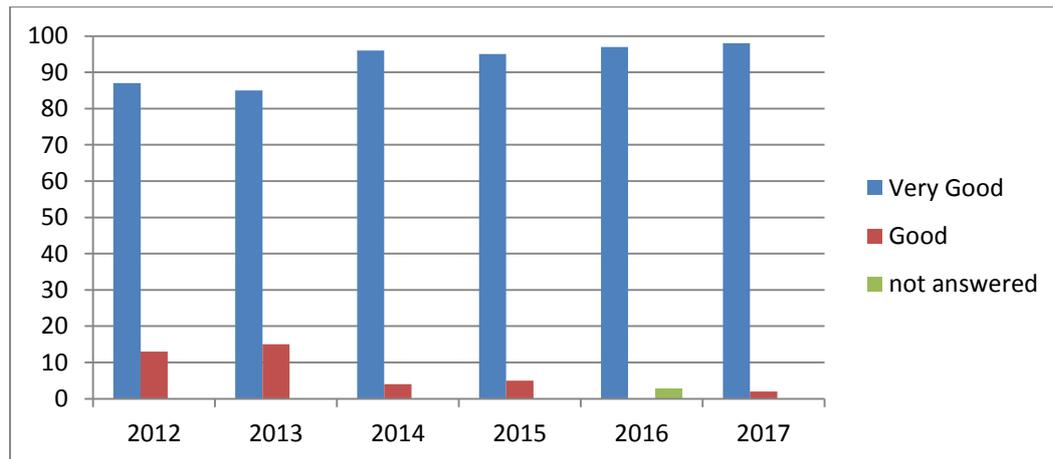


Table 1: Privacy & Dignity

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%

2017: "very good" – 98%, "good" – 2%

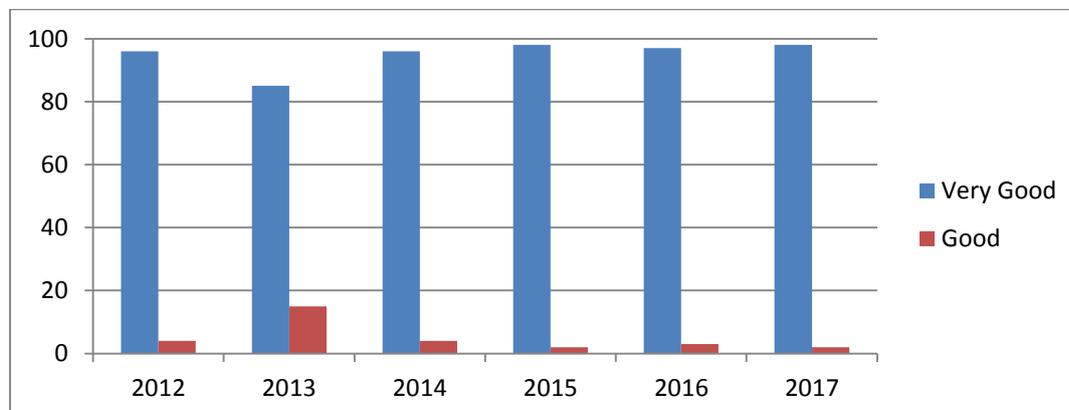


Table 2: Opportunity to discuss Treatment Plan

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%
 2016: "very good" – 90%, "good" – 10%
 2017: "very good" – 98%, "good" – 2%

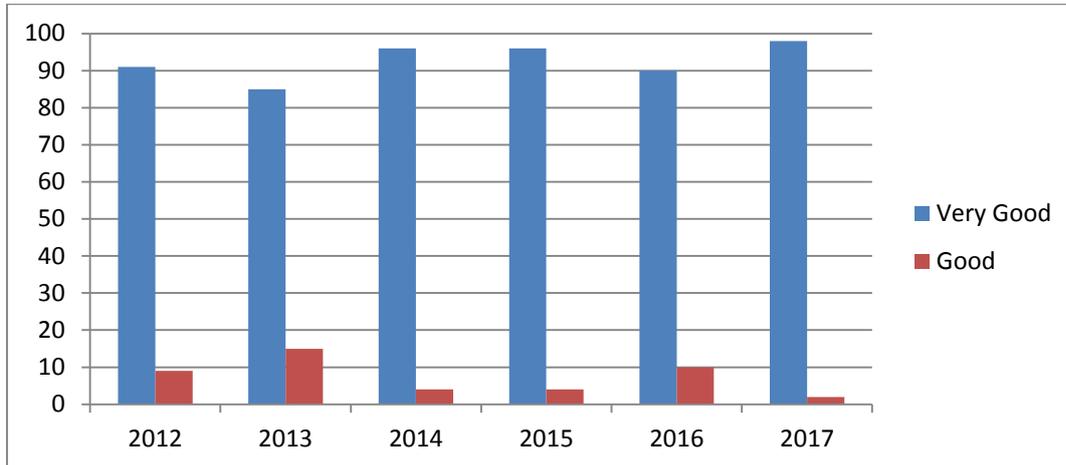


Table 3: Were your Views listened to?

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%,
 2017: "very good" – 98%, "good" – 2%

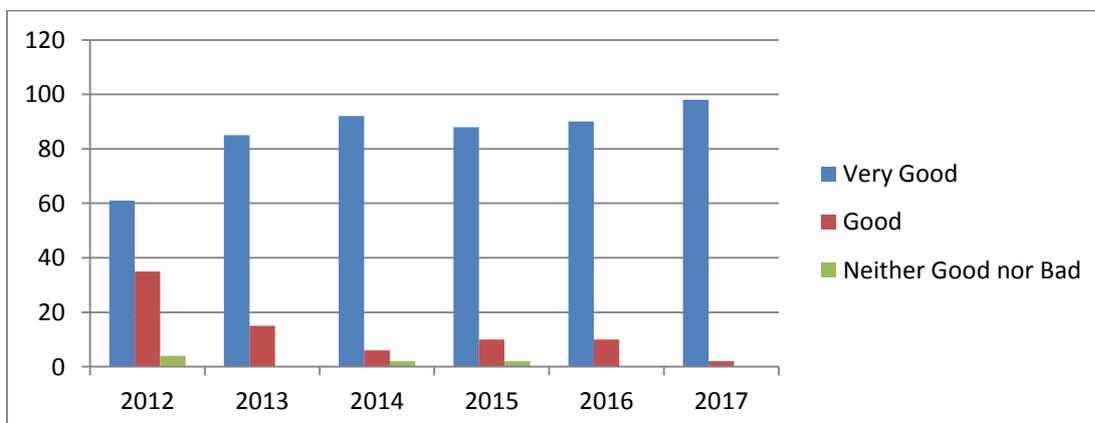


Table 4: Staff Attitude & Communication

Information Sharing

The questionnaire asked whether people were happy for information about their skin problem to be shared with their Carer / Friend / Family member, if someone had attended the Clinic with them. The answers from both Clinics were identical. Thirteen patients out of 20 were happy for information to be shared, 5 patients said that the question was not relevant in their situation, and 2 patients did not comment.

Raising Concerns / Complaints

All patients (100%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment.

Friends and Family Test

All patients (100%) would recommend Stafford Skincare, both Lichfield and Cannock Clinics, to Friends and Family.

Equality and Diversity Analysis

This year's Equality and Diversity Report compares 2 groups of people attending Stafford Skincare. Patients attending the Cannock Clinic, did so predominantly with a dermatological problem, and included a mixture of Children and Adults with 58% being female. Patients attending the Lichfield Clinic were mainly attending for a Cosmetic Procedure, and 90% were female.

There was no difference in Patient Experience, Sharing Information with Friends / Family / Carers, and Raising Concerns or Complaints in relation to age, gender, post code, disability status or race, but the overall high scores across the board made it difficult to analyse.

In general, the results were very similar to previous years, where a similar question had been asked.

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
- In 2017, this question was not asked, as people had consistently report high scores in previous years.

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"
- In 2017, 98% of patients rated this aspect of the service as "very good"; 2% of patients rated it as "good". This was a much improved score compared to previous years.

Equality Objectives for 2018

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

Date: 22.04.17

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