

Equality and Diversity Report 2019

Dr Anne Ward, Consultant Dermatologist
Stafford Skincare 06.04.19

In January 2019, 44 consecutive patients attending Stafford Skincare (Cannock 17; Lichfield 27) were invited to complete an anonymous 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

To aid service improvement, 2 additional questions were included this year:

- What was the easiest / best part of the whole experience?
- What was the hardest / worst part of the whole experience?

Other 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

38 out of 44 people (86%) people answered this question: 95% of people attending Stafford Skincare in 2019 described themselves as "British or mixed British". Previous Reports were 96% (2012); 81% (2013); 96% (2014); 97% (2015); 94% (2016); 95% (2017); 94% (2018).

Gender

38 out of 44 people (86%) answered this question: Of those answering, 61% of people attending Stafford Skincare were female, similar to last year's results (58%).

Disability

Two people did not answer this question. Of the remaining 36 people, 35 reported that they were able-bodied, whilst one patient was registered as disabled (3%). The Reported prevalence of disability in previous years was 4% (2012), 9% (2013), 5% (2014) and 12% (2015); 4% (2016); 10% (2017); 0% (2018).

Age

The majority of patients were in the age range 40 – 69 years old. Similar to the last 2 years, younger people were more likely to attend the Cannock Clinic than Lichfield. This is probably a consequence of the private hospital local to Cannock not seeing children, meaning that children travel to the next closest clinic for their appointments

Service Improvements

This year, people were asked the following questions, to see where service improvements could be made:

- What was the easiest / best part of the whole experience?
- What was the hardest / worst part of the whole experience?

The full responses can be seen in the Patient Experience Survey. For the hardest / worst part – most people said “none”. Others described the pain of injections, freezing or the procedure. Another the M5. For the easiest / best part – people were very complimentary. This would appear to suggest that overall the running of the service is fit for purpose and is easy to access by people. This will continue to be monitored.

Summary of Patient Experience Reports

➤ Privacy and Dignity

Over the last 8 years, 85% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

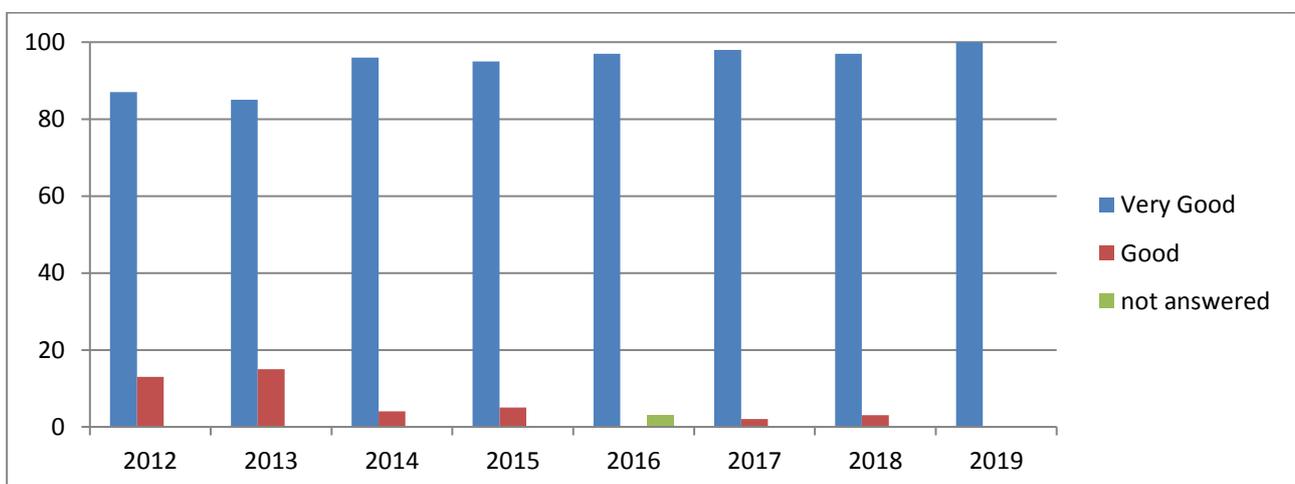


Table 1: Privacy & Dignity

➤ **Opportunity to discuss the problem and the treatment plan**

Over the last 8 years, 85% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

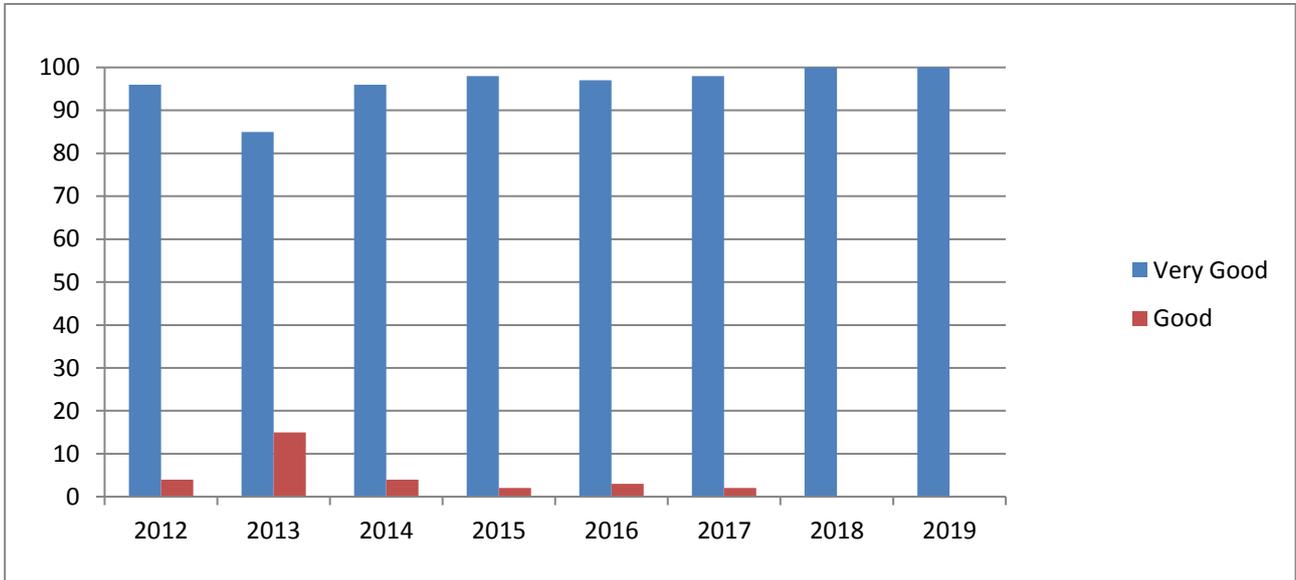


Table 2: Opportunity to discuss Treatment Plan

➤ **Were your views listened to?**

Over the last 8 years, 85% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

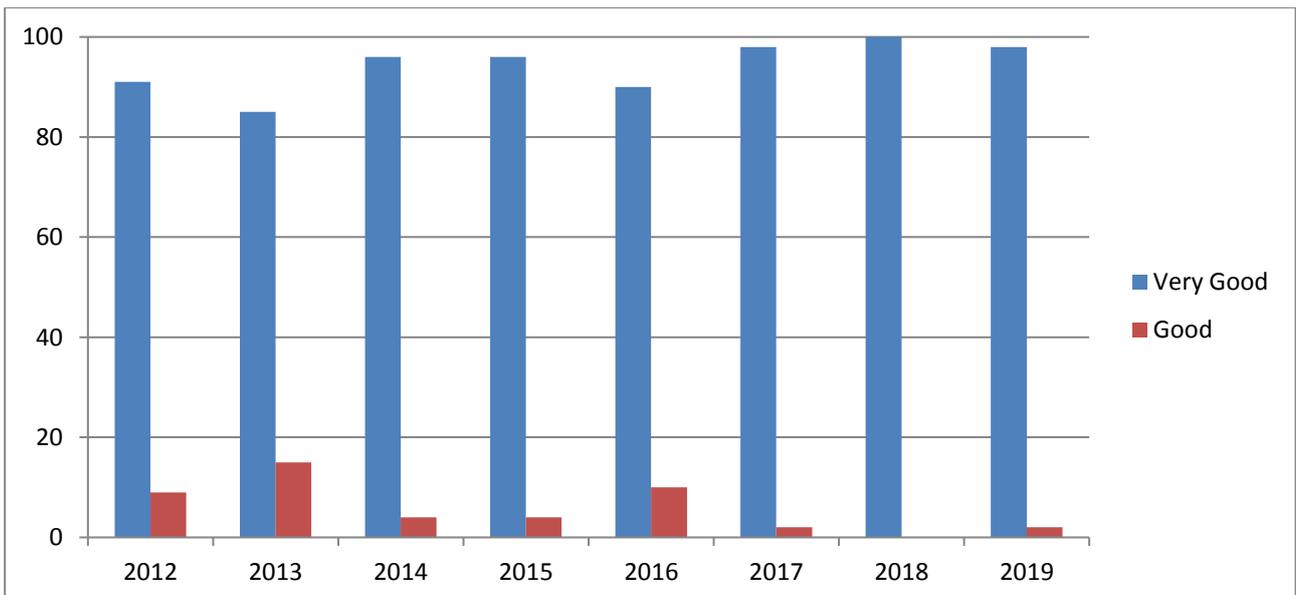


Table 3: Were your Views listened to?

➤ Staff Attitude and Communication

Over the last 8 years, 61% - 100% of people rated Stafford Skincare as “very good”; as shown below. The chart shows that over the 8 years, satisfaction with Staff Attitude and Communication has increased. This has been an area for active improvement over the years, receiving a score of 100% “very good” in 2018 and 98% “very good” in 2019.

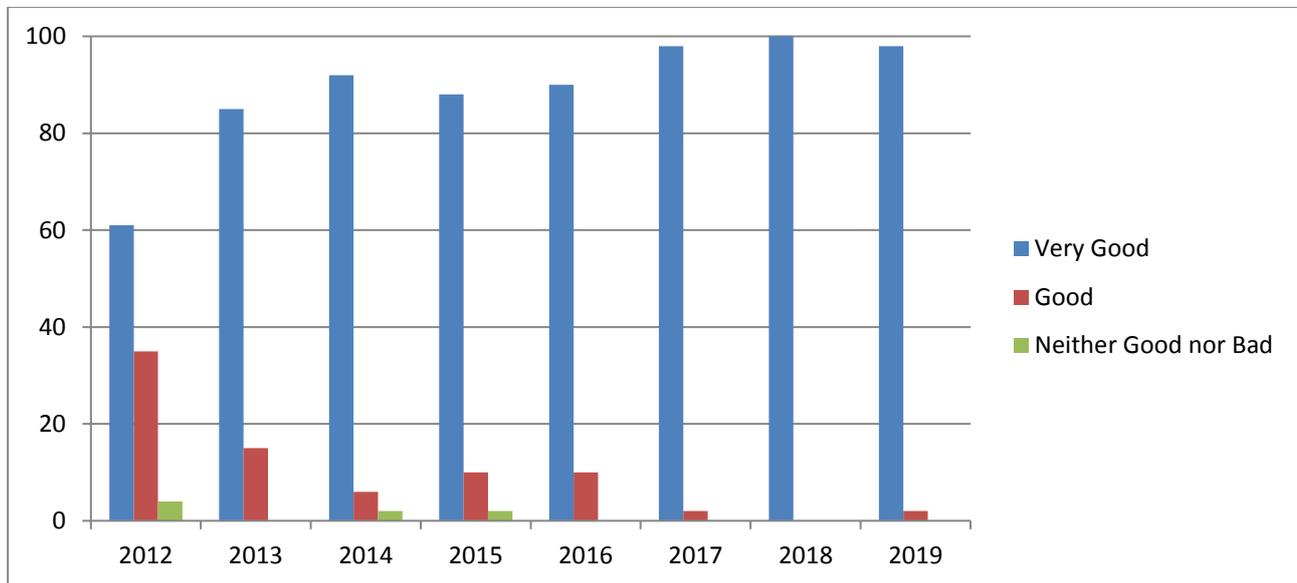


Table 4: Staff Attitude & Communication

Information Sharing

The questionnaire asked people that if they had come to Stafford Skincare with another person, would they be happy for information about their skin condition to be shared with that person. Of the 44 people attending the clinics – 14 stated that the question was not applicable, and one did not answer. Of the remaining 29 people, 27 (93%) were happy for information to be shared, whilst 2 (7%) did not wish that their information was shared with the accompanying person.

Raising Concerns / Complaints

43 patients (98%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment. The remaining patient answered: “not applicable”.

Friends and Family Test

All patients (100%) would recommend Stafford Skincare, both Lichfield and Cannock Clinics, to Friends and Family. 42 (98%) would be very likely to recommend; 2 would be likely to recommend Stafford Skincare.

Equality and Diversity Analysis

This year's Equality and Diversity Report shows similar "protected characteristics" – ethnicity, gender, disability at the Cannock and Lichfield Clinics, with a younger age group attending the Cannock Clinic. There was no difference in Patient Experience and Raising Concerns or Complaints in relation to age, gender, disability status or ethnicity, but the overall high scores across the board made it difficult to analyse.

Were the Equality Objectives from previous years achieved?

1. Previous Equality and Diversity Reports examined whether Patient Information had been provided, with a target score of 90%. Since 2013, the score had remained steady between 95% - 100%, so was not asked in 2018 or 2019. This will now be removed from the objectives for future years.
2. A low score of 61% in 2012, prompted action to improve Staff Attitude and Communication, with a target score of >75% of patients reporting that it is "very good":
 - In 2017, 98% of patients rated this aspect of the service as "very good"; 2% of patients rated it as "good".
 - In 2018, 100% of patients rated this aspect of the service as "very good"
 - In 2019, 98% of patients rated it as "very good"This will remain an objective, to ensure that high standards are upheld.
3. 100% people attending Stafford Skincare would recommend the Clinic to Friends and Family.
4. 93% people attending Stafford Skincare are happy for information about their skin to be shared with the person accompanying them to clinic.

Equality Objectives for next year

To continue to explore people's attitude to information sharing, to ensure that guidance from the Caldicott Review is being followed.

Questions about service improvements will continue to be asked in future surveys to ensure that standards are maintained, and that the service remains easy to access and fit for purpose

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Kathleen Anne Ward
GMC: 3190085