

EQUALITY IMPACT ASSESSMENT

Care Group / Corporate Services:

Nursing and Quality

Name of Service/Title of Policy or Strategy, Name of Event:

Patient Advice and Liaison Service (PALS) Policy

Equality Impact Assessment Undertaken by:

Donna Perry, Clinical Policies and NICE Guidance Lead /Robert Magginis, Head of Patient Safety

Service:

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Policy:

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Event:

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Strategy:

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Date undertaken:

11/02/2019

Questions

1. What are the main aims and purposes of the Policy / Service / Event or Strategy?

The purpose of this policy is to set out the Trust's arrangements for listening, responding and improving when patients and carers raise concerns, and for monitoring and learning from those arrangements.

The policy details the processes through which concerns will be handled thoroughly and without delay in an open and honest way, with the aim of achieving a successful outcome for the patient whilst being fair and open with all those involved.

2. Who is involved in delivering the service, implementing the policy or strategy / organising the event? (i.e., partnerships, stakeholders or agencies)

The Board of Directors, Executive Director of Nursing and Quality, Care Group Directors, Head Of Patient Safety, PALS Coordinator, Modern Matrons, Service Managers, Team Leaders - All staff who come into contact with Patients, families and carers.

3. What information / data or experience can you draw on to provide an indication of the potential inclusive / exclusive results of delivering this service or event / implementing the policy or strategy to different groups of people and the different needs of people with protected characteristics in relation to this policy / service / event or strategy?

The provision of PALS is a national requirement of all NHS Trusts and the provision of information to patients is highlighted as part of the empowerment of people throughout 'Liberating the NHS' (DoH, 2010). PALS offer a service to anyone who requires signposting, information or support to access the appropriate service. The policy covers all people who are accessing Trust services and their carers and all staff working for the Trust. RDaSH is a diverse organisation covering a large geographical area and provides care for those with both physical and mental health needs and from all age groups and from varying ethnic backgrounds. Those who come into contact with PALS regardless of need are dealt with a non judgemental approach with all being treated equally. Consultation has taken place with the PALS Coordinator and the Patient Experience Team to draw on their expertise.

Protected Characteristics	Positive Impact	Negative Impact	Reasons for Impact
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of age.
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of disability.
Gender reassignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of gender reassignment.
Marriage and civil partnership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of marriage and civil partnership.
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of pregnancy and maternity.
Race	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	This policy is consistent in its approach regardless of race.
Religion or belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of religion or belief.
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of sex.
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This policy is consistent in its approach regardless of sexual orientation.
Disadvantaged groups	<input checked="" type="checkbox"/>	<input type="checkbox"/>	PALS is able to offer support to people who are in disadvantaged groups.

4. What positive impacts are there for this policy / service / event or strategy to better meet the needs of people with protected characteristics?

The policy encourages the reporting of concerns and manages to address them with an action plan which should have a positive impact for people with protected characteristics. This policy

promotes good relationships between those who come into contact with services and staff relations. Clear and concise information about all services can be provided with the PALS coordinator acting as mediator in some cases. PALS are able to facilitate information in different languages being made available to those coming into contact with our services.

PALS provide an inclusive service for all those coming into contact with our diverse organisation and ensures that staff are inclusive and provide a non judgemental approach to dealing with issues.

5. What action would be needed to ensure the policy / service / event or strategy overcomes:

- Discriminatory negative impacts
- Exclusion

Failure to meet the needs of people from across the protected characteristics and opportunities for promoting equality and inclusion are maximised.

To ensure that this policy continues to meet the needs of all of our patients, families and carers this assessment will not be viewed as a 'one off' exercise and requirements will be monitored to ensure consistency of approach with changes being implemented where necessary.

PALS will be mindful of any changes in legislation.

6. Recommended steps to avoid discrimination and ensure opportunities for promoting equality and inclusion are maximised. Include:

Options for action	Explanation if no further action is required	Lead responsible for overseeing actions	Timescales	Costs (where applicable)
All Patient Advice and Complaints Team staff undertake Equality & Diversity training		Head Patient Safety	To be reviewed as part of Performance and Development Reviews for all staff	None
Future Action regarding a clearer system for accessing information in different languages		Head of Patient Safety and head of Patient and Public Experience		To be confirmed

7. Monitoring and reporting arrangements of EIA, for policies and strategies refer to section 7 of the Policy for the Development and Management of Procedural Documents.

For services / events please include the following:

- How the equality impact of the service will be monitored
Through supervision of the PALS service - feedback from service users and staff, monitoring of data
- Frequency of monitoring
As required and in line with reporting.

- How the monitoring results will be used and where they will be published;
Organisational Assurance
- Who will be responsible for reviewing monitoring results and initiating further action where required
Head Of Patient Safety
- Any changes that have been made to remove or reduce any negative impacts as a result of conducting the equality impact assessment?
None
- Any action points should be included in Care Group / Corporate action plans, with monitoring and review processes.
None

Is further work / consultation required? If yes, please explain how this is to be carried out and the time frame for completion.

Yes ☐ No ☒

The Equality Impact Assessment will be reviewed in line with changes to services, client or staff groups, legislation or policy review.

Name:

Robert Magginis

Designation:

Head of Patient Safety

Signature:

Date:

28/05/2019