



Great Western Ambulance Service

NHS Trust

Equality Impact Assessment Report Outline

1. Name of Policy or Service

A&E Service Redesign – Patients and Public

2. Responsible Manager

Tim Stockings

3. Date EIA Completed

30th April 2010 – Initial Impact Screen

4th November 2010 – Full Impact Assessment and Action Plan.

4. Description and Aims of Policy/Service (including relevance to equalities)

Over the last nine months, the trust board has been reviewing its strategic direction in line with Taking healthcare to the patient and the changing national economic climate. Our strategic direction has patient care at its heart and together we will deliver this by continually looking for improvements in the quality and safety of the care we provide.

We are keen to ensure that all decisions which may potentially impact the level of care and our employees are evidence based. As part of this process, GWAS commissioned a company called Process Evolution to work with Operations to identify opportunities to make more effective use of our own resources and keep improving on our core national and clinical standards across each of the three sectors.

What are the outcomes of this review?

The principles underpinning the review provide a model of service delivery where resources better match patients' needs, both in terms of demand and clinical care.

To implement this model of service delivery we will;

- Improve the access to our services for all patients particularly during the evenings and at weekends
- improve the experience for patients who will not be waiting for a primary or secondary response
- Improve the quality of health outcomes for patients
- Deploy personnel of the appropriate skill level to meet the clinical needs of the patient through reorganising existing resources and realigning the optimal levels of relief, enabling a balanced and consistent skill mix across teams.
- Match resources to better meet patient demand through staggered shift start/finish times and vary the levels of resources in response to fluctuations in demand.
- Deliver call cycle improvements through improved wrap up, handover and mobilisation times.
- Employ additional staff.
- Review and implement effective rest break arrangements.

Ref: A&E Service Redesign Consultation Pack V4

In July 2010 the coalition Government issued the White Paper and spending review for the NHS for consultation; the contents of these papers have also been taken into consideration.

5. Results of Initial Screening or Full Equality Impact Assessment:

Equality Group	Assessment of Impact
Age	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Gender	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Transgender	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Race	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western

	Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Sexual Orientation	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Religion or belief	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Disability	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Deprivation	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
General (Human Rights)	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Pregnancy/Maternity	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.
Marriage/Civil Partnership	The A&E Service Redesign sets out to improve access to service for the whole population that Great Western Ambulance service serves. Improving quality and access by matching service demand with appropriate skill levels to improve patient outcomes.

6. Consultation, Evidence, Decisions and/or Recommendations (including supporting rationale)

Process Evolution Report March 2010.

Commissioning contracts.

Shift Work Risk Assessment.

Terms and Conditions

Workforce, training and recruitment plans

GWAS Service Strategy

Taking Health Care to the Patient

External Consultation

Other NHS

- DH and SHA
- Lead Commissioning PCT
- Associate Commissioning PCTs
- Acute trusts
- AWP

External

- Patients and public
- Local authorities including Overview and Scrutiny Committees and Joint HOSC
- Local Involvement Networks including Joint Working Group
- External Reference Group
- Equality & Diversity Steering Group – internal & external.

Internal Consultation

Consultation with key staff and groups:

- Accident and Emergency Staff by groups and one to one sessions
- CTLs/OSMs
- Staff representatives JCNC
- All support services staff

Process for A&E staff

7 June – CTL/OSM briefings by general managers, outlining key messages, and plan for implementation

8 - 9 June – general managers to brief staff at a number of stations in each sector, outlining key messages, and plan for implementation

14 June - 2 Aug – one-one staff meetings with OSMs

24 June – 13 July – programme mid-point station briefings

29 June (and 10 May) – senior managers briefing (on whole trust programme but A&E Redesign included)

30 June – HQ briefing (on whole trust programme but A&E Redesign included)

2 - 4 Aug – Final stage station briefings

August – October - Individual hearings and ongoing individual one to one meetings.

7. Equality Action Plan (if required)

The Trust plans to monitor the improvements of service to the public and patient outcomes, therefore action plan for monitoring has been put in place.

8. Monitoring and Review Arrangements (including date of next full review)

Monitoring will be ongoing throughout the implementation of the A&E Service Redesign, from November 2010 through to March 2011, at which point the impact assessment will be reviewed.

The monitoring and review arrangements will be conducted through:

- **Contract Board**
- **Trust Board**
- **Programme Board**
- **Project Board**
- **JCNC**
- **Clinical Effectiveness Committee**
- **Performance Meetings**
- **Operational Meetings**
- **TU Branch Meetings (to be invited to contribute to the monitoring process)**
- **JHOSC**
- **Clinical Effectiveness group**
- **Equality & Diversity Steering Group**

The sections in **bold must be included within every EIA Report; a full impact assessment will also contain the remaining sections.*

Schedule of Responsibility

Level	Responsibilities
Great Western Ambulance Service Trust Board	<ul style="list-style-type: none"> • Ensures that the Trust's direction and vision enables it to carry out its statutory equality and diversity responsibilities • Receives an annual report on results of all impact assessments
Senior Management Team	<ul style="list-style-type: none"> • Ensures appropriate organisational frameworks in place for staff to carry out EIA responsibilities and duties, with resources available for implementing action plans to achieve positive outcomes for service users • Receive regular reports on results of impact assessments undertaken, action plans developed and implementation achieved
Equality & Diversity Steering Group (Corporate Equality Group)	<ul style="list-style-type: none"> • Develops Equality Impact Assessment guidelines • Offers support and guidance to directorates carrying out assessments • Receives and examines completed EIAs before publication • Identifies resource issues to be fed into the budget process • Oversees the production of the annual report to the Trust Board and regular updates to the Senior Management Team.
Directorate Management Teams	<ul style="list-style-type: none"> • Ensure initial screening of all policies and services within their remit • Identify policies and services for full impact assessment and review • Identify staff and resources to complete the assessments and reviews on time. • Ensure that consultation activities take full account of the diversity of users, non-users, relevant staff, partners and interested groups. • Integrate results into service and business planning processes highlighting resource pressures or savings for the budget cycle. • Ensure completed EIAs are forwarded to the Trust's Diversity Lead for publication
Other key lead staff	<ul style="list-style-type: none"> • Contribute to the impact assessment by generating ideas, providing data and other relevant information to enable a successful impact assessment of services and policies.
Front line staff	<ul style="list-style-type: none"> • Staff should expect to be asked to contribute to an impact assessment in relation to service provision.

Key Equalities Legislation and National Policy

The Equality Act 2010.

The Equality Act 2010 came into effect from 1 October 2010. It will, for the first time, give the UK a single Act of Parliament, requiring equal treatment in access to employment as well as private and public services, regardless of age, disability, gender reassignment, marriage or civil partnership, maternity or pregnancy, race, religion or belief, sex and sexual orientation.

Age is included under the public sector Equality Duty. From April 2011, employers will need to be proactive in making sure that they meet those requirements in respect of age.

“The Government believes that there are many barriers to social mobility and equal opportunities in Britain today, with too many children held back because of their social background, and too many people of all ages held back because of their gender, race, religion or sexuality. We need concerted government action to tear down these barriers and help to build a fairer society.”

The Coalition: our programme for government. Fairness, freedom, responsibility, May 2010.

- Employment Equality (Sexual Orientation) Regulations 2003 Employment Equality (Age) Regulations 2006
- Equality Act 2006, Part 2
- Equality Act (Sexual Orientation) Regulations 2007.

The Coalition Government has stated its intention to make sure that equality and fairness are at the centre of its overall approach and the Equality Act is a key means of achieving this.

The Equality Act aims to simplify the law by bringing together several pieces of anti-discrimination legislation. It replaces the following employment legislation:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Employment Equality (Religion or Belief) Regulations 2003

❖ **The Equal Pay Act (as amended) 1970**

The Equal Pay Act gives an individual a right to the same contractual pay and benefits as a person of the opposite sex in the same employment, where the man and the woman are doing:

- Like work; or
- Work rated as equivalent under an analytical job evaluation study; or
- Work that is proved to be of equal value.

❖ **The Sex Discrimination Act (as amended) 1975**

The SDA (which applies to women and men of any age, including children) prohibits sex discrimination against individuals in the areas of employment, education, and the provision of goods, facilities and services and in the disposal or management of premises.

❖ **The Human Rights Act 1998**

The Human Rights Act came fully into force on 2 October 2000. It gives further effect in the UK to rights contained in the European Convention of Human Rights. The Act:

- makes it unlawful for a public authority to breach Convention rights, unless an Act of Parliament meant it could not have acted differently;
- means that cases can be dealt with in a UK court or tribunal; and
- Says that all UK legislation must be given a meaning that fits with the Convention rights, if that is possible.

Article 2 Everyone has the right to life

Article 3 No one shall be subjected to ... degrading treatment

Article 5 Everyone has the right to ... security of person

Article 8 Everyone has the right to respect for their private and family life, home and correspondence

Article 9 Everyone has the right to freedom of thought, conscience and religion ... subject only to such limitations as are prescribed by law and are necessary in a democratic society in the interests of public safety, public order, health, morals, or the freedoms of others

Article 10 Everyone has the right to freedom of expression (subject to the same requirements as Article 9), but the exercise of those freedoms carries duties and responsibilities to the rights of others

Article 14 Prohibition on Discrimination. The enjoyment of the rights and freedoms set forth in the convention shall be secured without discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin

❖ **Employment Equality (Religion or Belief) Regulations 2003**

These regulations outlaw discrimination (direct discrimination, indirect discrimination, harassment and victimisation) in employment and vocational training on the grounds of religion or belief. The regulations apply to discrimination on grounds of religion, religious belief or similar philosophical belief.

❖ **Employment Equality (Sexual Orientation) Regulations 2003**

These regulations outlaw discrimination (direct discrimination, indirect discrimination, harassment and victimisation) in employment and vocational training on the grounds of sexual orientation. The regulations apply to discrimination on grounds of orientation towards persons of the same sex (lesbians and gay men) and the same and opposite sex (bisexuals).

❖ **The Gender Recognition Act 2004**

The purpose of this Act is to provide transsexual people with legal recognition in their acquired gender. Legal recognition will follow from the issue of a full gender recognition certificate by a Gender Recognition Panel. In practical terms, legal recognition will have the effect that, for example, a male-to-female transsexual person will be legally recognised as a woman in English Law. On the issue of a full gender recognition certificate, the person will be entitled to a new birth certificate reflecting the acquired gender and will be able to marry someone of the opposite gender to his or her acquired gender.

❖ **The Civil Partnership Act 2004**

This Act creates a new legal relationship of civil partnership, which two people of the same-sex can form by signing a registration document. It also provides same-sex couples who form a civil partnership with parity of treatment in a wide range of legal matters with those opposite-sex couples who enter into a civil marriage.

❖ **The Disability Discrimination Act 1995**

This Act prohibits discrimination against disabled people in the areas of employment, the provision of goods, facilities, services and premises, and education; and provides for regulations to improve access to public transport to be made.

❖ **The Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000)**

The Race Relations Act (RRA) makes it unlawful to treat a person less favourably than another on racial grounds. These cover grounds of race, colour, nationality (including citizenship), and national or ethnic origin.

The Race Relations (Amendment) Act outlawed discrimination (direct and indirect) and victimisation in all public authority functions not previously covered by the RRA, with only limited exceptions. It also placed a general duty on specified public authorities to promote race equality and good race relations. There are also specific duties for listed organisations including the production of Race Equality Schemes.

❖ **Disability Discrimination Act 2005**

This Act makes substantial amendments to the Disability Discrimination Act 1995 (see above). The 2005 Act places a general duty on public authorities to promote disability equality and to have due regard to eliminate unlawful discrimination. Those listed bodies within the public sector will also be subject to specific duties of the 2005 Act. The specific duties provide a clear framework for meeting the general duty and include the requirement to produce a **Disability Equality Scheme**. The Disability Equality Duty for the Public Sector will come into force in December 2006.

This will mean that DH and all NHS bodies will have to have in place by December 2006 disability equality schemes demonstrating how they intend to fulfil their general and specific duties under the Act. This will include:

- a public authority should involve disabled people in the development of the scheme

- the scheme should include a statement of:
 - the way in which disabled people have been involved in the development of the scheme
 - the authority's methods for impact assessment
 - steps which the authority will take towards fulfilling its general duty (the "action plan")
 - the authority's arrangements for gathering information in relation to employment, and, where appropriate, its delivery of education and its functions
 - the authority's arrangements for putting the information gathered to use, in particular in reviewing its action plan and in preparing the next Disability Equality Scheme
- A public authority must, within 3 years of the scheme being published, take the steps set out in its action plan (unless it is unreasonable or impracticable for it to do so) and put into effect the arrangements for gathering and making use of information.
- A public authority must publish a report containing a summary of the steps taken under the action plan, the results of its information gathering and the use to which it has put the information.

The first scheme must be published by 4 December 2006 and will have to cover the following three years and this must be a living document, regularly monitored and reviewed.

❖ **Employment Equality (Age) Regulations October 2006**

The Age Regulations will implement the age strand of the EU Employment Directive 2000, which prohibits discrimination on specified grounds in work and vocational training. The Age Regulations will apply to all workers and to people who apply for work. In addition they will cover access to vocational training. The Age Regulations will prohibit direct and indirect age discrimination, harassment and victimisation.

❖ **The Equality Act 2006**

The Equality Act received Royal Assent on 16 February 2006. The Act's main provisions include:

- the **creation of the Commission for Equality and Human Rights (CEHR)** which replaces the existing three equality commissions. The new Commission would give individuals suffering from discrimination easier access to support and provide employers and service providers with improved advice and information in a one-stop-shop. The purpose and functions of the CEHR are outlined in the Act and the new Commission will be operational from October 2007 (with the Commission for Racial Equality joining in 2009)
- **to make unlawful discrimination on the grounds of religion and belief and sexual orientation** in the provision of goods, facilities and services, education, the use and disposal of premises, and the exercise of public functions; and
- to create a **duty on public authorities to promote equality of opportunity between women and men ('the gender duty')**, and prohibit sex discrimination in the exercise of public functions. This will also include a specific duty on public bodies to produce a Gender Equality Scheme. The Gender Duty will come into force in April 2007.

❖ **Discrimination Law Review**

The Department for Communities and Local Government's Women and Equality Unit are taking the Discrimination Law Review forward. The Review will consider the opportunities for creating a clearer and more streamlined equality legislation framework, which produces better outcomes for those who experience disadvantage.

Key areas of the Review's work will include:

- A consideration of the fundamental principles of discrimination legislation and its underlying concepts and a comparative analysis of the different models for discrimination legislation;
- An investigation of different approaches to enforcing discrimination law so that a spectrum of enforcement options can be considered;
- An understanding of the evidence of the practical impact of legislation – both within the UK and abroad – in tackling inequality and promoting compliance;
- Consideration of the opportunities for creating a simpler, fairer and more streamlined legislative framework in a Single Equality Act. Any proposals will have due regard to better regulation principles and take into account the need to minimise bureaucratic burdens on business and public services. A key priority will be seeking to achieve greater consistency in the protection afforded to different groups while taking into account evidence that different legal approaches may be appropriate for different groups.

It is anticipated that the product is a series of proposals for a coherent, modern, outcome focused framework for this area of the law with a view to bringing forward a Single Equality Bill.

❖ **Tackling Health Inequalities – a programme for action**

This Programme for Action sets out plans to tackle health inequalities over the next three years. It establishes the foundations required to achieve the challenging national target for 2010 to reduce the gap in infant mortality across social groups, and raise life expectancy in the most disadvantaged areas faster than elsewhere.

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4008268&chk=Ad%2BpLD

❖ **Neighbourhood Renewal Strategy**

Where we live can greatly affect our opportunities in life. For those living in areas of need, quality of life can be severely limited by what has been called 'postcode poverty'. Neighbourhood Renewal aims to improve the quality of life for those living in the most disadvantaged areas by tackling:

- Poor job prospects
- High crime levels
- Educational under-achievement
- Poor health
- Problems with housing and their local environment

The national strategy and action plan, *A New Commitment to Neighbourhood Renewal*, was produced in 2001 with the overarching principle that within 10 to 20 years no-one should be seriously disadvantaged by where they live.

<http://www.communities.gov.uk/index.asp?id=1127158>

Background and further information:

Acts of UK Parliament

<http://www.opsi.gov.uk/legislation/uk.htm>

A database of recent acts and statutory instruments, including equalities legislation.

Commission for Equality and Human Rights

<http://www.cehr.org.uk/>

The forthcoming single equalities commission for the UK. Contains links to the separate Commission websites, such as the Disability Rights Commission, Equal Opportunities Commission and Commission for Racial Equality.

Department for Communities and Local Government

<http://www.communities.gov.uk/>

The Government department that leads on cross-cutting policies and strategies to reduce inequalities and deprivation

Department of Health

<http://www.dh.gov.uk>

Screening Grid

Equality Area	Key Equalities Legislation / Policy (See summary sheet)	Is this policy or service RELEVANT to this equality area? YES / NO	Assessment of Potential Impact:		Reasons for Assessment
			HIGH	MEDIUM	
			LOW	NOT KNOWN	
			+ve	-ve	
Gender	The Equality Act 2010	Yes to all areas	The A&E Service Redesign aims to have a high positive impact to all groups. The nature of the Trust's business being a seven day a week and twenty four hour service means that the Trust must provide its service equitably to the population of Avon. Gloucestershire and Wiltshire; optimising the best use of the service resources, being available to patients when they need the service.		To ensure access to and delivery of the service improves for all groups. To ensure that the A&E Service Redesign meets the required outcomes of service improvement to the population and patients with the principles of the Equality Act 2010 in place.
Transgender	The Equality Act 2010				
Race	The Equality Act 2010				
Disability	The Equality Act 2010				
Age	The Equality Act 2010				
Sexual orientation	The Equality Act 2010				
Religion and beliefs	The Equality Act 2010				
Deprivation	The Equality Act 2010				
General (Human Rights)	The Equality Act 2010				
Pregnancy/ Maternity	The Equality Act 2010	As above.			
Marriage/Civil Partnership	The Equality Act 2010				

Impact Grid

Relevant Equality Area	Key points of research and consultation	Does the policy / service or its implementation:			Key issues for action [Will form basis of action plan if required]
		Breach equalities legislation?	Prevent discrimination or inequality?	Promote equality / good relations?	
Gender	Process Evolution Report March 2010. Commissioning contracts. Workforce, training and recruitment plans GWAS Service Strategy Taking Health Care to the Patient	No	No	Yes	The objective of the A&E Service Redesign is to improve the service to the population and patient health outcomes. The Trust is committed to ensure that the service improvements to the public and patient outcomes are realised, therefore it will monitor its service delivery through the monitoring processes it has in place and continuing to work with its stakeholders.
Transgender		No	No	Yes	
Race		No	No	Yes	
Disability		No	No	Yes	
Age		No	No	Yes	
Sexual orientation		No	No	Yes	
Religion and beliefs		No	No	Yes	
Deprivation		No	No	Yes	
General (Human Rights)		No	No	Yes	
Pregnancy/ Maternity	As above	No	No	Yes	

Action Plan Template

Name of Policy or Service: A&E Service Redesign							
Equality groups or communities affected	Issue identified	Action to be taken	By When	Responsible Person	Expected Outcome	Monitoring Arrangements	Data Required
All Equality Groups	The need to collect information on service improvements to the public and patients.	<p>On implementation of the A&E service redesign close monitoring of:</p> <p>Improvements in access to service.</p> <p>Service quality improvements and patient outcomes.</p> <p>The development of Community First Responder schemes for hard to reach communities.</p> <p>Through partnership working with all stakeholders.</p>	Weekly Monthly Annual Reports from November 2010 through to March 2011 (time to review)	Tim Stockings Ossie Rawstone	<p>Improvement in the Trusts core national and clinical standards across each of the three localities.</p> <p>Improved patient care and safety</p> <p>Clinical quality.</p> <p>Improved access to service.</p> <p>Improved choice of service.</p>	<p>Information to be gathered through:</p> <ul style="list-style-type: none"> • PALS processes • Patient record forms • Commissioning reports • Information from health care community and stakeholders • Performance management reports • Patient and public engagement • Board reports • Clinical Effectiveness group • NHS Constitution 	<ul style="list-style-type: none"> • Performance reports against all categories of calls. • Praise & complaints. • All performance data for each locality. • Clinical quality data. • Data provided to commissioners. • Information from representative groups of the public. • Case Studies