

# Equality Impact Assessment Summary

Name:

Policy/Service:

## Background

- Description of the aims of the policy
- Context in which the policy operates
- Who was involved in the Equality Impact Assessment

The PALS Policy reflects guidance from the Department of Health (2003) and is in line with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations: Statutory Instrument No. 309, which came into force on 1 April 2009.

The policy is aimed at staff directly involved in handling and responding to PALS concerns. It is intended as a reference for all Trust staff and is available on the Trust internal and external websites.

The policy sets out the functions and standards of the services and the process for handling concerns. It defines how information regarding user's concerns must be captured and how learning from patient feedback must be reported and monitored.

The PALS Manager, Head of Customer Affairs, PALS Manager, Complaints Monitoring Group were involved in the Equality Impact Assessment.

## Methodology

- A brief account of how the likely effects of the policy was assessed (to include race and ethnic origin, disability, gender, culture, religion or belief, sexual orientation, age)
- The data sources and any other information used
- The consultation that was carried out (who, why and how?)

In reviewing the policy full attention has been given to the need to ensure an accessible service is provided and to ensure the service fully supports users and potential users in expressing concerns and giving feedback about patient experience and the services offered by the Trust. The need to address all adverse impacts for all users, and to ensure inclusion of all groups and individuals has been fully considered.

In particular; language, communication and special needs are addressed, with an emphasis on meeting the needs identified, where possible to ensure an accessible and user friendly service.

**Need Patient Panel and Social Services involvement once approved by CMG**

## Key Findings

- Describe the results of the assessment

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<ul style="list-style-type: none"> <li>Identify if there is adverse or a potentially adverse impacts for any equalities groups</li> </ul>
<p>There are potentially adverse impacts for groups where there are language, social, religious or ethnicity barriers to inclusion. For this reason the policy seeks to set out the need to meet needs wherever possible and to ensure the service is accessible for all users. The policy also seeks to monitor the usability of the service annually.</p>
<p><b>Conclusion</b></p> <ul style="list-style-type: none"> <li>Provide a summary of the overall conclusions</li> </ul>
<p>Potential adverse impacts on individuals and groups are addressed as far as possible by the current policy.</p>
<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>State recommended changes to the proposed policy as a result of the impact assessment</li> <li>Where it has not been possible to amend the policy, provide the detail of any actions that have been identified</li> <li>Describe the plans for reviewing the assessment</li> </ul>
<p>Currently the ethnicity, gender and age of users of PALS is monitored. It is recommended that going forward disability is also monitored.</p>

**Guidance on Equalities Groups**

<p><b>Race and Ethnic origin</b> (includes gypsies and travellers) (consider communication, access to information on services and employment, and ease of access to services and employment)</p>	<p><b>Religion or belief</b> (include dress, individual care needs, family relationships, dietary requirements and spiritual needs for consideration)</p>
<p><b>Disability</b> (consider communication issues, access to employment and services, whether individual care needs are being met and whether the policy promotes the involvement of disabled people)</p>	<p><b>Sexual orientation including lesbian, gay and bisexual people</b> (consider whether the policy/service promotes a culture of openness and takes account of individual needs)</p>
<p><b>Gender</b> (consider care needs and employment issues, identify and remove or justify terms which are gender specific)</p>	<p><b>Age</b> (consider any barriers to accessing services or employment, identify and remove or justify terms which could be ageist, for example, using titles of senior</p>

	or junior)
<b>Culture</b> (consider dietary requirements, family relationships and individual care needs)	<b>Social class</b> (consider ability to access services and information, for example, is information provided in plain English?)