

Appendix A.

Out of Hospital Equality Impact Assessment Matrix

Project	Has an EA been carried out?	Key issues
Community Adult Health Services Redesign	Yes	None
Referral Management Programme	Yes	The programme supports GP and patient referral decisions, and as such provides a standardised approach to referral pathways at all practices. This should enhance equality for referral pathways and patient choice across Wandsworth.
Effective Clinical Pathways Project	Yes	None
111 and OOH	Yes	The 111 and OOH contract evaluation process has been significantly quality orientated - 70% quality against only 30% Financial to ensure quality of service provision is prioritised over costs of services. It's not anticipated that any changes to the contract specification will be needed or made as a result of the EIA.
Cancer	Yes	<ul style="list-style-type: none"> English may not be a patient's first language – Consider having interpreters present or look into possibility of hiring multilingual staff. Patient may have disability – Hire trainers with experience of running exercise classes for patients with disabilities. Paul's Cancer Centre – Encourage to run events across the community rather than just from its base.
CVD	Yes	<ul style="list-style-type: none"> Offer literature in a multitude of languages. Adequate consideration for patients who sight problems and learning difficulties. Work with primary and community care to ensure equal access to services for the frail and elderly. This same consideration needs to be made for access to secondary care services. Patients with impairments need to be taken into consideration by and staff and the organisation providing the care and facilities. Staffs need to be aware of patient's religious beliefs to avoid offending and potentially upsetting a patient by not being informed.

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		<ul style="list-style-type: none"> Keep patients informed of any changes to services to ensure they do not get any nasty surprises upon arrival.
Dementia	Yes	<ul style="list-style-type: none"> Consider having interpreters present or look into possibility of hiring multilingual staff. Commissioners will need to ensure that all service developments underpinned by service specifications advance equality and adhered to thereafter
Diabetes	Yes	None
Falls	Yes	<ul style="list-style-type: none"> Considerations may need to be made for interpreting services and multilingual leaflets. There are specific treatments that are currently hospital-only prescribed drugs. As a result, elderly patients are required to come into the Trust (often via hospital transport) for treatment, when this treatment could be provided within a community setting.
Members Development Programme	No	The programme will be open to all practices in Wandsworth; they will all be supported to take part. Also the tiers have been set to ensure the practice population size is taken into account and that practices can tailor their development teams to the size and make up of their population and workforce. This will ensure that all practices have an equal opportunity to take part and all patients to benefit from the investment.
Outpatients	No	Consideration may need to be given to people for whom English is not a first language as with all service provision - allow members of the family/carers to attend alongside the individual to provide translation as required.
PGP and NEV	Yes/Yes	Waiting on EIA (Chris Rowland)
Stroke and Neuro Rehab	No	<ul style="list-style-type: none"> Offer literature in a multitude of languages. Ensure that any language barriers are highlighted during referral and where possible allow members of the family/carers to attend alongside the individual to provide translation as required.

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		<ul style="list-style-type: none"> • Rebate may need to be considered for patients that travel to Stroke exercise classes at own cost; the classes are expected to be at zero cost to patients.
Respiratory	No	<ul style="list-style-type: none"> • Offer literature in a multitude of languages. • Ensure that any language barriers are highlighted during referral and where possible allow members of the family/carers to attend alongside the individual to provide translation as required.
Self-Management	Yes	None
Telehealth	Yes	None
Urgent Care	Yes	CSW Balance Scorecard