

Patient Related Equality Information

This report should be read in conjunction with the Trust's Annual Workforce Report 2011-12 which already highlights some of the equality related patient initiatives that the Trust has undertaken to meet its legal duty under the Equality Act 2010.

The main focus of this report is to provide an overview of equality information relating to patients, identify gaps and areas of further development.

1. Trust patient profile

- Tables A – D provide a breakdown of the patients that have used our services by protected characteristics from December 2011 – November 2012. For the purposes of this report the services have been grouped as Outpatients, Inpatients and Accident & Emergency (excluding Urgent Care Centre). A more detailed breakdown by specialty is available to managers to help them formulate equality related objectives for their services.
- Caution should be used when viewing the data given that there is a high non-disclosure rate for some of the protected characteristics therefore it is not possible to draw reliable conclusions from this data.
- Table A shows that patients aged 60 and above require more medical care particularly as inpatients, compared to the percentage population of our catchment area. Patients aged between 0-9 make up 11.5% of the population but A&E usage for this group is twice as high at 22.55% for this age group.

Table A shows the patient profile by age

	Outpatients	Inpatients	A&E	% Population *
0-9	9.18%	9.89%	22.55%	11.05%
10-19	6.32%	5.25%	8.49%	8.30%
20-29	11.04%	10.89%	13.07%	21.57%
30-39	23.15%	20.02%	12.62%	21.97%
40-49	15.67%	11.20%	9.61%	13.86%
50-59	11.58%	8.94%	7.19%	9.22%
60-69	9.63%	8.60%	6.27%	7.02%
70-79	7.02%	7.00%	5.94%	4.35%
80-89	4.51%	5.52%	6.09%	2.19%
90+/Unknown	1.89%	10.12%	8.18%	0.47%

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2011 Census.

- Analysis of the patient profile by gender (table B) shows that men and women using our services broadly reflect the local population, although men are more likely to access A&E and inpatients services.

Table B shows the patient profile by gender

	Outpatients	Inpatients	A&E	% Population*
Female	57.41%	56.59%	49.47%	58.40%
Male	42.57%	43.38%	50.52%	41.60%

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2011 Census.

- The analysis by religion (seen in table C) is not very reliable, with over 75% of patients not disclosing their religion compared to only 8.95% in the local population not disclosing their religion.

Table C shows the patient profile by religion

	Outpatients	Inpatients	A&E	% Population*
Christian	14.26%	15.66%	13.31%	51.48%
Buddhist	0.18%	0.13%	0.11%	1.23%
Hindu	0.27%	0.41%	0.17%	1.50%
Jewish	0.29%	0.33%	0.21%	1.63%
Muslim	2.49%	2.78%	2.42%	11.60%
Sikh	0.07%	0.14%	0.04%	0.23%
Other religions	0.24%	0.24%	0.16%	0.50%
No religion	3.23%	3.30%	2.33%	22.93%
Religion not stated/Not a Valid Religion Code	77.60%	75.43%	79.56%	8.95%
Unknown	1.37%	1.58%	1.69	--

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2011 Census

- Table D shows the ethnic breakdown of our patient profile. Patients from a White British background using our services are broadly representative of the local population, although fewer patients from this group use our outpatient services. This may be attributed to general good health or that some of these patients are accessing other acute health providers in our catchment area. However, we have seen above average attendances for patients describing their ethnicity as 'Other Ethnic Group'; this includes patients of South American, Middle Eastern or Filipino origin for example and it is worth noting that this ethnic group has seen an increase in the general population. Patients from Indian, Pakistani, Bangladeshi, Black Caribbean and Chinese ethnic groups appear to be underrepresented across the service areas and further investigation will be undertaken to understand why this occurs and whether this is specialty specific with primary care providers.

Table D shows the patient profile by ethnicity

	Outpatients	Inpatients	A&E	% Population
White British	37.73%	39.14%	40.76%	43.18%
White Irish	1.41%	1.52%	1.29%	2.65%
White Other	17.16%	17.36%	22.54%	22.03%
Mixed: White and Black Caribbean	0.54%	0.53%	0.39%	1.25%
Mixed: White and Black African	0.47%	0.31%	0.24%	0.78%
Mixed: White and Asian	0.51%	0.55%	0.33%	1.58%
Mixed: Other Mixed	1.77%	1.93%	2.32%	1.75%
Indian	1.90%	1.74%	1.06%	2.40%
Pakistani	0.70%	0.74%	0.41%	1.45%
Bangladeshi	0.45%	0.64%	0.35%	1.13%
Other: Asian	4.03%	4.29%	5.73%	4.15%
Black Caribbean	1.96%	1.69%	1.53%	3.00%
Black African	4.33%	3.74%	3.60%	4.58%
Other: Black	2.18%	2.43%	3.82%	1.55%
Chinese	0.77%	0.77%	0.57%	2.03%
Other Ethnic Group	10.23%	11.90%	13.85%	6.50%
No Response Data	10.12%	8.15%	1.22%	--

The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2011

2. Survey data

- A number of surveys have been conducted for Maternity, Paediatrics services and Inpatients and A&E more recently. The results can be found by clicking on the link below:

<http://www.chelwest.nhs.uk/transparency/patient-feedback>

- Analysis by some protected characteristics; for example a breakdown of the respondents' ethnicity, disability and age is provided. However, this information does not routinely provide the protected characteristic breakdown per survey question; therefore it is difficult to provide more detailed analysis on the patient experience by a protected characteristic. However, it is encouraging to see that the A&E survey conducted in 2012 includes an overall breakdown of respondents by religion and sexual orientation.
- The Trust is an 'early adopter' of the Friends and Family Test which was launched in November 2012. The aim of the test is to place a greater emphasis on patient experience by enabling NHS trusts to pinpoint areas of both excellent and poor patient satisfaction and to use patient feedback to address issues.

Results will be collected by some protected characteristics and will be published later in the year.

3. Complaints data

- Complaints data for ethnicity, gender, learning disability and patients aged 75 and over is captured. Analysis of the data will be provided later in the year.

4. Areas for further development

The Trust does not routinely collect data on all of the protected characteristics related to patients, specifically gender reassignment, disability (except learning disabilities) and sexual orientation but is making progress in capturing data for other areas. The gaps in data will be addressed in future reports as follows:

- Varying non-disclosure rates for each protected characteristic makes it difficult to analyse the data in a meaningful way. Continued training appropriate staff in relevant departments will help them explain the purpose of collecting this information, and encourage patients, in a sensitive manner, to declare their protected characteristics to keep non reporting rates to a minimum, supported by Senior Divisional Managers and the Equality and Diversity Manager.
- Patient demographic information is not readily recorded for disability and sexual orientation. This issue is not unique to this organisation and is being explored at a national level. However, in the meantime, the Equality and Diversity Manager will continue to work with the organisation's EPR department to make this change.
- Information on waiting list times and recovery rates for patients broken down by some protected characteristics is collected but we will investigate how it can be presented in a useful way for future reports. However, more general data, for example on waiting times for A&E, Cancer and 18 week patient pathway, and infection rates can be found by clicking on the links below:

<http://www.chelwest.nhs.uk/transparency/waiting-times>

<http://www.chelwest.nhs.uk/transparency/quality-safety>

- When commissioning future surveys, we will continue to request that the analysis can be made by all protected characteristics where possible.
- The Complaints team will explore how to encourage patients to provide information on protected characteristics that are not currently collected. Future patient related equality information reports will contain this analysis on the all protected characteristics where possible.

