



Equality Analysis Procedure

Refer to the Practical Guide to Equality Analysis in conjunction with the Equality and Diversity Policy (ED1).

1. Pre-Screening													
Name of activity:	<p>Capital Project: New Main Entrance and New Critical Care Unit</p> <p>The project will provide a new main entrance on Level 4 with additional W/C's, Infant and Adult Nappy change facilities, increased number of accessible W/C's, Café, Health Information Zone for Carer's and Public, Exhibition zone and a 14 bed critical care unit on Level 5 with accessible W/C in the Waiting Area Zone. Level 6 will provide Accessible Relative's Emergency overnight accommodation and clinical support space.</p> <p>The key driver for the project is the pressing need for a new Critical Care Unit and improved public facilities. Since 2011, options have been investigated for how and where a new Critical Care Unit could be provided.</p> <p>An options appraisal based on cost and clinical criteria determined the preferred option as stated above with subsequent OBC approval from the Trust Board. Design development and user engagement began in May 2014.</p> <p>The Full Business Case submission to the Trust Board in May 2015. The anticipated timelines are:</p> <table border="0" style="width: 100%;"> <tr> <td style="padding-left: 40px;">Board consider FBC & approve scheme</td> <td style="text-align: right;">May 2015</td> </tr> <tr> <td style="padding-left: 40px;">Start on site - Enabling</td> <td style="text-align: right;">May 2015</td> </tr> <tr> <td style="padding-left: 40px;">Start on site - Main Works</td> <td style="text-align: right;">May 2015</td> </tr> <tr> <td style="padding-left: 40px;">Relocate Main Entrance and Bus stops</td> <td style="text-align: right;">May 2015</td> </tr> <tr> <td style="padding-left: 40px;">Complete on site</td> <td style="text-align: right;">October 2016</td> </tr> <tr> <td style="padding-left: 40px;">Trust complete commissioning</td> <td style="text-align: right;">December 2016</td> </tr> </table> <p>A series of enabling works are required for the project. The existing Main Entrance will close at the end of May 2015. Alternative plans agreed with key users and departments. The bus stop will be relocated to Car Park A.</p>	Board consider FBC & approve scheme	May 2015	Start on site - Enabling	May 2015	Start on site - Main Works	May 2015	Relocate Main Entrance and Bus stops	May 2015	Complete on site	October 2016	Trust complete commissioning	December 2016
Board consider FBC & approve scheme	May 2015												
Start on site - Enabling	May 2015												
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Relocate Main Entrance and Bus stops	May 2015												
Complete on site	October 2016												
Trust complete commissioning	December 2016												
Manager responsible:	Lesley Darke Director of Estates & Commercial Development												
Is the activity a result of national legislation which cannot be modified in any way?	No												
Is a full Equality Impact Assessment required?	Yes												
If No, why not? (proceed to section 5)													



If Yes, a full Equality Impact Assessment is required – please complete the remaining form

Please consider the following (will your activity affect one group less or more favourably than another?)

NB: Positive impact = more favourable treatment | Negative impact – less favourable treatment

2. Equality Impact Assessment

Consideration of impact	Positive	Negative	Neutral	Reason
Age (e.g. under 25/ over 65)	✓			
Gender (male/ female/ intersex/ other)			✓	
Disability (physical/ learning/ communication or sensory impairment/ mental health/ long term illness)	✓			
Gender reassignment			✓	
Marriage/ civil partnership			✓	
Pregnancy/ maternity (breastfeeding/ Adoption/ Single parents/ teenage parents)			✓	
Race (including non-English speakers)			✓	
Religion/ Belief			✓	
Sexual orientation			✓	
Carers (young carers)	✓			
Refugees and asylum seekers			✓	
Gypsy/ Traveler			✓	
Social deprivation/ isolation (including rurality)			✓	
Convictions (including prisoners and people on probation)			✓	
Homelessness			✓	
Substance misuse			✓	
Other (Human Rights issues)			✓	



Please consider the groups outlined above when answering these questions:

3. Other considerations	
Are services designed to meet the needs of local communities?	Yes
Are there any unintentional barriers to particular groups?	No
Are services accessible to people, their families and carers (consider physical access and access to information)?	Yes
Is language inclusive?	Yes
Are people from all communities aware of services?	Yes
Are people respected, listened to, and involved in decisions about their care?	Yes

4. Consultation, decisions and actions	
Provide a brief description of the activity and the population this is aimed at (staff/ patients etc.)?	
What evidence supports this change? (e.g. national guidance/ change in legislation etc.)	
Have you consulted with the Trust's Equality Reference Group?	Yes
If yes, what were the outcomes?	New Main Entrance Planning Group members were suggested and included in the New Main Entrance Planning Group.
If no, why not?	
Who else have you consulted with? (i.e. staff/ patients/ public etc)	<p>New Main Entrance Planning Group</p> <p>Anne Harvey (AH) , Governor Workstream 5 Mary Wrigley (MW), Consumer Champion Virginia Williams (VW), Patient Participation Group Peter Schofield (PS), Estates and Facilities Karen Robertson (KR), Heads of Facilities Steve Black (SB), Carer Representative Katy Heard (KH), Carer's Lead Cathy Gardner(CG), Operational Divisional General Manager Chloe Brooks (CB), Reception representative Helen Wharam (HW), Library and Information Services Manager Susan Martin (SM), Quality Lead Stephen Macey (SM), Performance Information Analyst</p> <p>Health Watch Survey conducted September 2014 : (attached below) Carer's Survey :</p>



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List all actions identified to address any negative impacts

Action	Person responsible	Completion date
None		

5. Approval

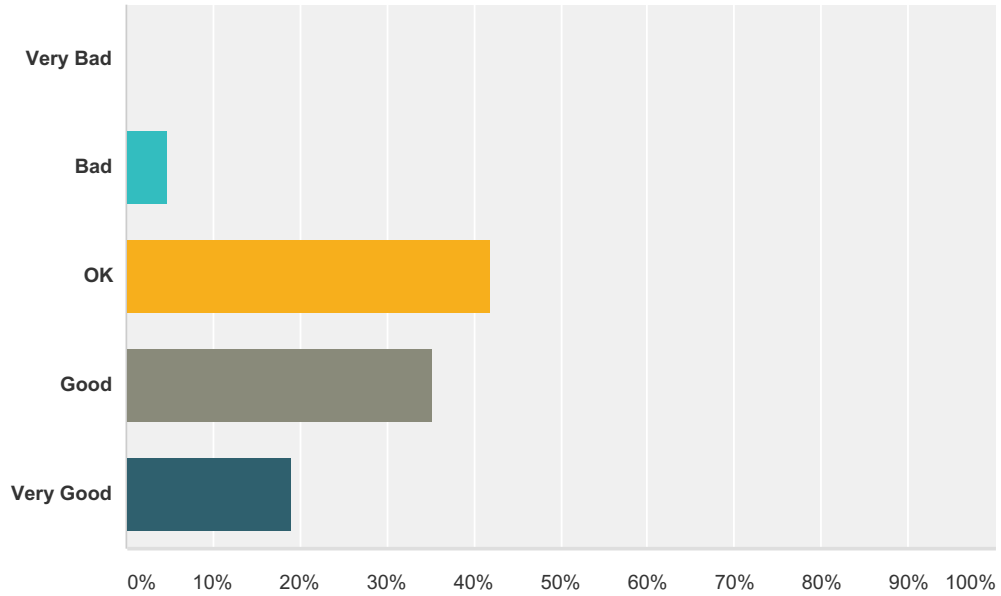
Name of person completing the form		Signature	
Validated by (line manager)		Signature	

Please contact the Equalities team on 01803 656676 for guidance and advice on EAP's and when they are required.

Please email a signed copy of this form to the Equality and Diversity team at pfd.sdhct@nhs.net. A copy should also be held on file.

Q1 How would you describe your experience of using the Level 4 Main Entrance to date?

Answered: 105 Skipped: 0



Answer Choices	Responses
Very Bad	0.00% 0
Bad	4.76% 5
OK	41.90% 44
Good	35.24% 37
Very Good	19.05% 20
Total Respondents: 105	

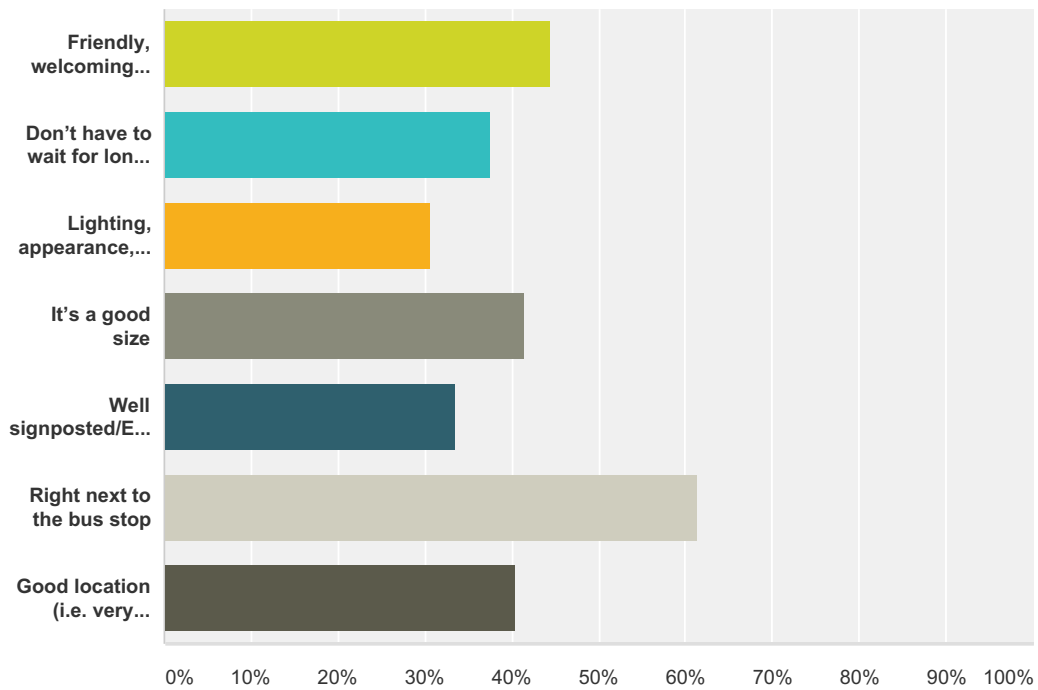
#	Other (please specify)	Date
1	Nice open space with clearly defined reception area. Poor for drop off points, I have seen vans belonging to workmen parked in disabled bays for long periods of time.	9/15/2014 5:01 AM
2	slow	9/15/2014 3:31 AM
3	Too busy	9/15/2014 2:57 AM
4	Only just	9/12/2014 11:08 AM
5	Need to be bigger	9/12/2014 10:58 AM
6	Hill climb not great to entrance	9/12/2014 10:56 AM
7	Bit cramped	9/12/2014 10:05 AM

Torbay Hospital Level 4 Main Entrance Redesign Survey

8	I had an arranged official appointment in Heart and Lung clinic on a saturday afternoon and there was no access via the normal entrance. I was directed to outpatients and there was nobody to ask for help or directions and therefore nobody around to help in an emergency or staff to help the disabled. I was also directed to level 4 but thought it was possibly even further to walk.	9/12/2014 7:39 AM
9	Bit Small + Bit Tight For Disabled Access. Toilet Facilities Not Very Clean.	9/9/2014 3:18 AM
10	There Is Good Information At The Desk. Prompt And Up To Date. If Waiting I Have A Drink And Something To Eat. Also Buy Goods At The Shop, For Any In Patient I Have Visited (Very Frequent). I Cant Think Of A Way It Could Be Improved. But I Am Not Disabled.	9/9/2014 2:28 AM
11	Not enough signs to main dining area. Small cake area could be larger and shop. Maybe someone at entrance to help more.	9/4/2014 2:06 AM
12	More toilets	9/2/2014 11:58 AM
13	Driveway (walking from driveway car park).	9/2/2014 11:51 AM
14	Apart from weekends as it is not open	9/2/2014 11:46 AM

Q2 What do you like best about the current Level 4 Main Entrance?

Answered: 101 Skipped: 4



Answer Choices	Responses
Friendly, welcoming reception staff	44.55% 45
Don't have to wait for long to be seen (by reception staff)	37.62% 38
Lighting, appearance, décor	30.69% 31
It's a good size	41.58% 42
Well signposted/Easy to find	33.66% 34
Right next to the bus stop	61.39% 62
Good location (i.e. very central & easy to locate other departments from)	40.59% 41
Total Respondents: 101	

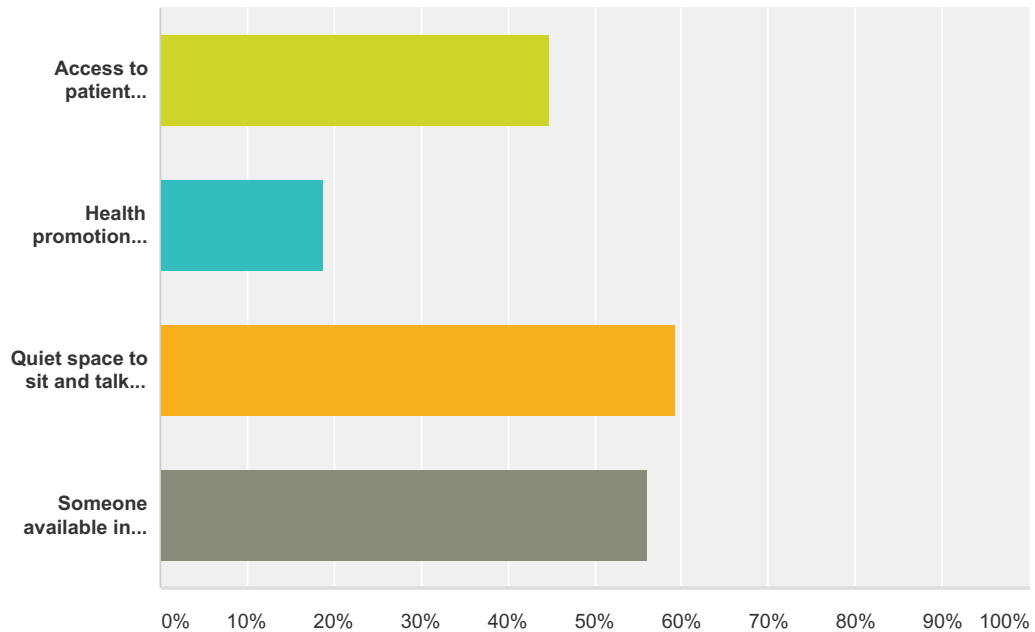
#	Other (please specify)	Date
1	Plenty of seating. Nice to have a café there but I think the food served is not very healthy(lots of large cakes and buns) only healthy option are bananas	9/15/2014 4:59 AM
2	all of it	9/15/2014 3:36 AM
3	Café is very useful	9/15/2014 3:30 AM
4	Receptionist very helpful, went out of her way.	9/12/2014 11:33 AM
5	Nothing, more seating	9/12/2014 11:26 AM
6	New food area	9/12/2014 11:05 AM

Torbay Hospital Level 4 Main Entrance Redesign Survey

7	Signage needs improving	9/12/2014 11:03 AM
8	It's a nice area	9/12/2014 11:01 AM
9	Just passing through	9/12/2014 10:57 AM
10	Easy Access To Shop	9/9/2014 2:33 AM
11	Shop and coffee stand	9/4/2014 10:49 AM
12	It is MUCH better than it was before	9/4/2014 2:17 AM
13	The Reception Desk takes a long time to answer the 'phone.	9/4/2014 2:13 AM
14	Location good as possible	9/2/2014 12:01 PM
15	Staff etc. (wonderful). Brought forward appointment CT Scan as transport brought early from Rowcroft. Cancelling apps, number to ring - none on appt card.	9/2/2014 11:58 AM

Q3 If there was a Health Information Point available at the Level 4 Main Entrance what would you want to see provided?

Answered: 96 Skipped: 9



Answer Choices	Responses
Access to patient information leaflets	44.79% 43
Health promotion material	18.75% 18
Quiet space to sit and talk with family	59.38% 57
Someone available in person to answer any queries you may have about your experience	56.25% 54
Total Respondents: 96	

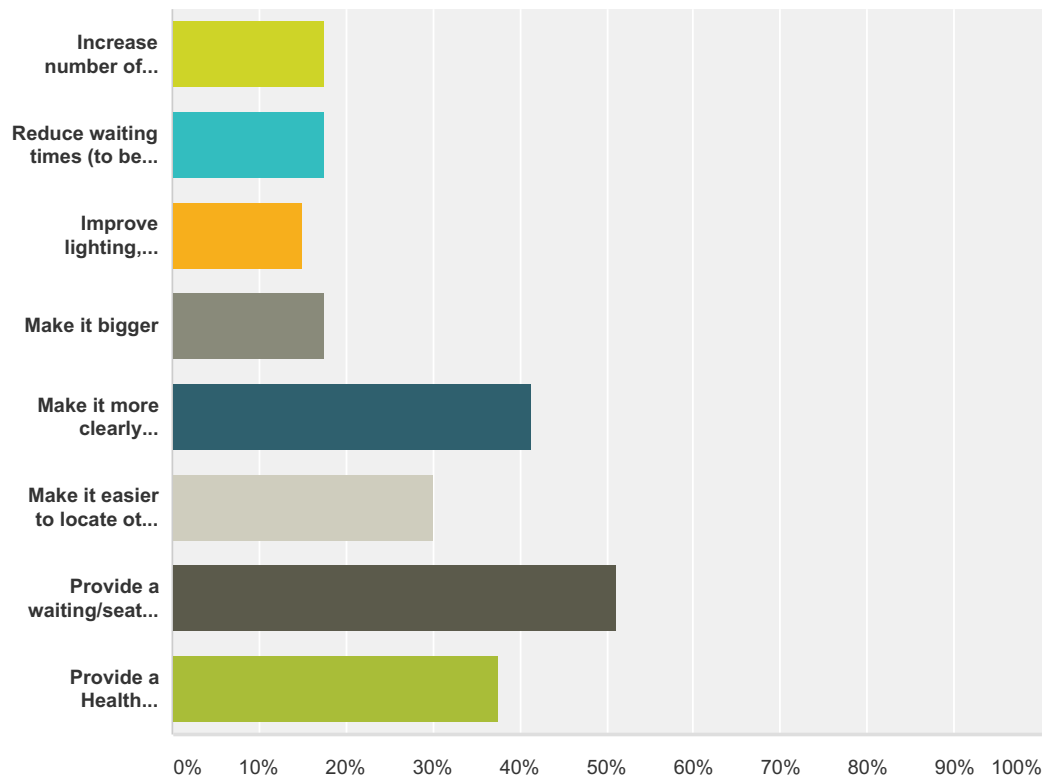
#	Other (please specify)	Date
1	Table top for difference organisations in reception to capture foofall and provide information. Itinerary of who will be attending on different days.	9/15/2014 5:04 AM
2	More chairs	9/15/2014 3:06 AM
3	Ideal as it is	9/15/2014 3:03 AM
4	Outside seating for someone to sit down if people unwell	9/12/2014 11:33 AM
5	Need for someone to greet and help people find where they need to go	9/12/2014 11:26 AM
6	More seating	9/12/2014 11:01 AM
7	N/A	9/12/2014 10:59 AM
8	Really Need Some Quite Space	9/9/2014 3:10 AM
9	There Are Often Tables With Information And Friendly People Manning These. I Feel Coming To Hospital Can Be Stressful And Being Bombarded With Too Much Information Can Cause Stress.	9/9/2014 2:33 AM

Torbay Hospital Level 4 Main Entrance Redesign Survey

10	Clearer signage (larger)	9/4/2014 10:49 AM
11	Fine as it is.	9/4/2014 2:14 AM
12	A Welcome person. Map required INSIDE the Reception area.	9/4/2014 2:13 AM
13	Cleanliness	9/2/2014 12:03 PM
14	Chapel always open (volunteer)	9/2/2014 11:58 AM
15	Carers information	8/24/2014 7:15 AM
16	nothing needed	8/22/2014 10:07 AM

Q4 What could we do to improve the Level 4 Main Entrance?

Answered: 80 Skipped: 25



Answer Choices	Responses
Increase number of friendly, welcoming reception staff	17.50% 14
Reduce waiting times (to be seen by reception staff)	17.50% 14
Improve lighting, appearance, or décor	15.00% 12
Make it bigger	17.50% 14
Make it more clearly signposted/easier to find	41.25% 33
Make it easier to locate other departments from	30.00% 24
Provide a waiting/seating area	51.25% 41
Provide a Health Information Point	37.50% 30
Total Respondents: 80	

#	Other (please specify)	Date
1	Information point for information and Advice of various organisations for clear accessibility	9/15/2014 5:04 AM
2	None of the above	9/15/2014 4:59 AM
3	It ok as it is	9/15/2014 3:36 AM

Torbay Hospital Level 4 Main Entrance Redesign Survey

4	signposting more visible	9/15/2014 3:33 AM
5	Make café bigger	9/15/2014 3:30 AM
6	Air conditioning	9/15/2014 3:28 AM
7	no improvement needed	9/15/2014 3:23 AM
8	Air conditioning	9/15/2014 3:18 AM
9	Remove cobwebs from windows	9/15/2014 3:17 AM
10	Better signposting.	9/15/2014 3:11 AM
11	Get rid of smokers outside main entrance.	9/15/2014 3:09 AM
12	Better air conditioning	9/15/2014 3:08 AM
13	Fine as it is (don't change it).	9/15/2014 3:07 AM
14	Nothing further is required. The above caters for all patient needs	9/15/2014 3:06 AM
15	Better signposting for toilets	9/15/2014 3:03 AM
16	Nothing wrong	9/15/2014 3:02 AM
17	Increase number of seats, more information signs	9/15/2014 2:57 AM
18	Closing entrance at night means you have to got through A & E, to many drunk people in the area to be safe.	9/15/2014 2:55 AM
19	Outside	9/12/2014 11:33 AM
20	Too much clutter on reception desk - signs on main wall should be repeated nearer the main doors.	9/12/2014 11:26 AM
21	More seats	9/12/2014 11:06 AM
22	More toilets	9/12/2014 10:57 AM
23	Improve hill climb More seating	9/12/2014 10:09 AM
24	More disabled toilets	9/12/2014 10:08 AM
25	Increase Toilet Facilities + Disabled Access. Signs Suitable For Blind + Learning Disabled + Deaf People. Offer Separate Quite Private Room For Confidential Discussions.	9/9/2014 3:23 AM
26	Smoking area/ashtrays	9/4/2014 10:41 AM
27	Particularly leaflets to read when using cafe	9/4/2014 3:37 AM
28	Cafe to offer " Special Diet " foods.	9/4/2014 2:22 AM
29	Provide a map of the hospital inside the Reception area.	9/4/2014 2:20 AM
30	Could do with more toilet facilities in Reception area.	9/4/2014 2:19 AM
31	Very adequate as it is	9/4/2014 2:17 AM
32	Nothing needs to be done.	9/4/2014 2:14 AM
33	Signpost and signage to be lit at night.	9/2/2014 12:03 PM
34	Carers advice point	9/2/2014 12:01 PM
35	Should be 2 reception staff.. Signpost lifts clearly - wards and clinics.	9/2/2014 11:58 AM
36	Signposts in clear view.	9/2/2014 11:47 AM
37	leave it alone	8/22/2014 10:07 AM