

**Patient Equality & Diversity Annual
Report 1st Jan 2011 – 31st Dec 2011**

Alternative Formats

'This information can be made available in other formats. Please contact the Patient Advice & Liaison Service (PALS) on 01803 655838 or the Patient Experience Lead on 01803 654850'

CONTENTS PAGE		
1	Introduction	3
2	Profile of Local Population	
2.1	Total Population of Torbay	4
2.2	Total Population of Torbay by Age	4
2.3	Religion statistics for Torbay's population	4
2.4	Ethnicity statistics for Torbay's population	5
2.5	Country of birth statistics for Torbay's population	5
2.6	Health and Provision of Unpaid statistics for Torbay's Population	5
3	Patient Data	6
4	Patient Satisfaction (Surveys and Complaints 2010-11)	6
5	Patient Engagement	11
6	Related Documents	12

1. INTRODUCTION

- 1.1 South Devon Healthcare NHS Foundation Trust (SDHCFT) is committed to ensuring equality and promoting diversity for all patients and this includes identifying any barriers that may create disadvantages to certain groups of patients.
- 1.2 The Equality Act 2010 unifies and extends previous disparate equality legislation. Nine protected characteristics are protected by the Act:
- *Age* including specific ages and age groups
 - *Disability* including cancer, HIV, multiple sclerosis, and physical or mental impairment where the impairment has a substantial and long-term adverse effect on the ability to carry out day to day activities
 - *Gender re-assignment* where people are proposing to undergo, are undergoing or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex
 - *Marriage and Civil Partnership*
 - *Pregnancy and Maternity*
 - *Race* including colour, nationality and ethnic or national origins
 - *Religion or Belief*, including a lack of religion or belief, and where belief includes any religious or philosophical belief.
 - *Sex*
 - *Sexual Orientation*, meaning a person's sexual orientation towards persons of the same sex, persons of the opposite sex and persons of either sex
- 1.3 The Equality Act 2010 outlaws direct and indirect discrimination, harassment and victimisation of people with relevant protected characteristics in relevant circumstances. The Act applies to providers of services and employers, including NHS bodies and other providers.
- 1.4 A Public Sector Equality Duty of the Act, applies to most public authorities requiring South Devon Healthcare NHS Foundation Trust in the exercise of our functions to have due regard to:
- Eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
 - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 1.5 The Trust is pleased to have produced this annual report detailing in summary form the equality & diversity profile of the local population and SDHCFT Patients. This report will go towards to demonstrating the Trust's compliance with the Public Sector Equality Duty.

2. PROFILE OF LOCAL POPULATION

2.1 Total Population of Torbay (Office of National Statistics (ONS) midyear population estimates for 2009 published 24 June 2010.

Statistic	Number of residents in Torbay	% Torbay	% South West	% United Kingdom
Population	134,000	-	-	-
Male	64,800	48.4%	49%	49.2%
Female	69,200	51.6%	51%	50.8%

2.2 Total Population of Torbay by Age (ONS midyear population estimates for 2006)

Age Group	Number of Population
0-4	6,500
5-9	6,700
10-14	7,800
15-19	8,400
20-29	12,700
30-39	15,300
40-49	18,000
50-59	18,500
60-69	16,900
70-79	12,600
80-89	7,900
90+	2,000
Total	133,200

2.3 Religion statistics for Torbay's population (ONS Census 2001)

People stating religion as:	Percentage of people
Christian	76.19%
Buddhist	0.15%
Hindu	0.05%
Jewish	0.12%
Muslim	0.26%
Sikh	0.04%
Other religions	0.37%
No religion	14.91%
Religion not stated	7.9%

2.4 Ethnicity statistics for Torbay's population (ONS Census 2001)

Ethnic Group	Number of Population
White: British	125,611
White: Irish	773
White: Other	1,721
Mixed: White & Black Caribbean	192
Mixed: White & Black African	76
Mixed: White & Asian	250
Mixed: Other Mixed	215
Asian or Asian British: Indian	150
Asian or Asian British: Pakistani	77
Asian or Asian British: Bangladeshi	32
Asian or Asian British: Other Asian	86
Black or Black British: Caribbean	67
Black or Black British: African	53
Black or Black British: Other Black	21
Chinese	230
Other Ethnic Group	152
Total	129,706

2.5 Country of birth statistics for Torbay's population (ONS Census 2001)

People born in:	Number of Population
England	118,719
Scotland	2,718
Wales	2,831
Northern Ireland	435
Republic of Ireland	693
Other EU Countries	1,405
Rest of the World	2,905
Total	129,706

2.6 Health and Provision of Unpaid Care statistics for Torbay's population (ONS Census 2001)

Variable	Number of Population
People with a limiting long-term illness	29,867
People of working age with a limiting long-term illness	12,249
General Health: Good	82,564
General Health: Fairly Good	32,591
General Health: Not Good	14,551
All people who provide unpaid care	13,881

3. PATIENT DATA

- 3.1 The patient demographics are collected routinely by the Trust on its Patient Administration System (PAS). This data captures Age (date of birth), Sex, marriage/civil partnership, ethnicity, religion and disability. The database also has a flagging system to identify patients with dementia or a learning disability and if they are a gypsy or other traveller.
- 3.2 At present we are unable to capture sexual orientation, gender re-assignment and other language (if English is not your first language), but the Trust recently raised an order with our database provider to enable PAS to capture this data.
- 3.3 Data is received in a variety of ways via the referral from GP or Devon Access Referral Team, or the data is manually entered when the patient arrives at the hospital.
- 3.4 The latest patient data report for 2011 can be found in Appendix 1 as a separate document.

4. PATIENT SATISFACTION (SURVEYS AND COMPLAINTS 2010-11)

SURVEYS

- 4.1 Understanding how patients experience the services we provide, and using that information to make improvements is well established as a key focus for our work and is identified as a core priority in the Trust's Strategic Directions for 2010 to 2015.
- 4.2 Work stream 2 the Trust's 'Patient Experience and Community Partnerships' Group is responsible for delivering the core patient experience objective **“To improve the experience of the Trust's patients, focusing on the areas of concern most frequently raised by patients, carers, visitors, governors and members through surveys, complaints and other feedback mechanisms.”**
- 4.3 In addition the Work Stream has the responsibility to:
 - Provide the Trust Board with assurance that we are delivering excellence in patient experience
 - Develop and maintain partnerships with patients and with key stakeholder groups in the wider community in order to better understand the patient experience and to meet the needs of service users,
 - Define the key measures of performance against which we can demonstrate success.

4.4 In order to meet its responsibilities to understand and improve patient experience the work stream has identified a wide range of sources of 'intelligence' about the patient experience. These are:

- Informal staff feedback and intelligence
- Websites e.g. NHS Choices, iwantgreatcare.org
- Patient stories
- Staff survey
- Public website
- CQC reviews
- Governance Board
- Working with us panel
- Foundation Trust Members (informal and formal feedback)
- Patient surveys
- Patient Advice & Liaison Service (PALS)
- Complaints
- Divisional Involvement Activities
- LINKs Torbay & Devon

Members of the work stream conduct a regular review of what these varied sources are saying about patient experience and Torbay Hospital.

4.5 The Trust participates in the National Patient Survey programme and is an essential source of information about how patients experience the service we provide. The programme currently comprises an annual Inpatient Survey and less frequent surveys of Emergency, Outpatient and Maternity services.

4.6 The Inpatient Survey captures gender, disability, age, race, religion and sexual orientation. In addition to the national Inpatient Survey the Trust has been regularly asking patients on their day of discharge, to take part in a survey of their inpatient experience. The survey is conducted across 16 wards on a rota basis and the survey results are fed back monthly to ward managers, matrons and to Work stream 2, thereby enabling a very prompt understanding of the patient experience. At present this patient survey only captures age and gender but the Trust is currently working to ensure that all 9 protected characteristics will be captured when carrying out this survey.

4.7 The results from these patients surveys has shown to be a very positive picture overall for 2011. If any issues have been identified they are discussed in further depth at work stream 2 and actions are identified. The Working with Us panel also raise any immediate issues that are brought to their attention with either the ward manager or the patient services manager.

4.8 As an NHS Foundation Trust we are accountable to local people, the Trust currently has 17,956 members. An annual survey of member's

views about our forward plans and about their experiences of our service – as recent patients or visitors - is now an established part of our communications with our members. The level of responses we receive gives us a good “sounding board” from households across South Devon.

COMPLAINTS

4.9 The Patient Services Department continues to provide a service that aims to ensure a responsive, flexible, proportionate and patient focussed service for people wanting to make complaints, raise concerns and obtain information and ‘signposting’.

Type of Enquiry	Number of Cases			
	2010/11 - Q4	2011/12 - Q1	2011/2012- Q2	2011/2012- Q3
Concerns	173	151	166	139
Complaints	56	81	52	38
Compliments	46	46	60 (8 from NHS Choices)	48 (12 from NHS choices)
Advice and information	101	102	96	106
Comments	29	36	40	35
Other	6	-	-	4
Total	411	416	406	355

4.10 The Table below shows the types of inquiry handled by the department for the 4 quarterly periods to 31st December 2011. The complaints figure includes both formal complaints requiring a full investigation and a written response and those where the complainant wanted the issues recorded as a complaint but was happy to receive a prompt, informal response.

4.11 Formal complaints are entered onto a database called Safeguard. This database links to the Patient Administration System (PAS) and the complaints team are able to produce reports which would show the number of complaints categorised into age, sex, disability and ethnicity. Work is currently underway in order for these reports to include all protected characteristics as captured on PAS.

4.12 The table below shows the categories of contacts handled by the department broken down into the three Trust priorities of No delays, Patient Experience and Safer Care. The table also shows three new categories: Dementia, Learning Disabilities and Safeguarding, the Trust is prioritising these categories to closely monitor any complaints it may receive.

Corporate Objective	Category	10/11 Q3	10/11 Q4	11/12 Q1	11/12 Q2	11/12 Q3
No Delays	Appt Delay/cancelled OP	35	34	21	38	31
	Access to services	34	35	35	20	26
	Appt Delay/ Cancelled IP	13	17	16	19	8
Theme total (%)		83 (26%)	89 (24%)	72 (19%)	77 (22%)	65 (19%)
Pat. Experience	Attitude of Staff (to include privacy and dignity and discrimination)	19	22	25	34 2 were from P&D	22 5 were from P&D
	Communication/Info	54	48	49	49	52
	Adm/Discharge/ Transfer	11	20	18	20	13
	Bereavement (PALS)	6	4	6	8	4
	General Info (PALS) to include personal records, transport, hotel services and property & expenses	10	11	16	35	45
	Carers (PALS)	0	2	1	2	0
	Complaints Handling (SDHCFT & other orgs)	3	5	4	5	1
	Care and compassion (to include care and compassion of elderly)	No data	0	13	15	7
New category	Dementia	-	-	-	0	0
New category	Learning disabilities	-	-	-	0	0
Theme total (%)		125 (40%)	147 (40%)	158 (43%)	168 (48%)	144 (45%)
Safer Care	Clinical treatment (to include infection control)	90	103	97	101	106
	Eq'mt /Premises/ Access	7	9	11	7	7
New category	Safeguarding (to include neglect/abuse or financial	-	--	-	0	3
Theme total (%)		101 (31%)	116 (32%)	110 (30%)	108 (30%)	116 (36%)
Total		321	365	370	354	319

4.13 The Trust received 3 complaints in 2011 in relation to a protected characteristic, these were:

- **Complaint 1:**

A concern was received on the 19th April 2011 from a support worker for the deaf, that the Trust is reluctant in getting interpreters and staff are not deaf aware.

Response:

The Trust recognises, that ensuring communication between those providing and requiring care, is of the highest quality, and is fundamental to any patient, service user, and carer experience.

We have a responsibility to support patients who are deaf and who use British Sign Language (BSL) as their first language. In order to provide a high quality interpretation service to BSL users attending Torbay Hospital, the Trust has a contract with an Exeter based BSL interpreting agency called Deafinite. Under this contract, both BSL users and Trust staff can contact Deafinite directly to book an interpreter to support a patient in hospital.

There is guidance for staff on the staff intranet system, but following this incident details was cascaded in the staff bulletin and via staff briefings to ensure that all staff are aware of the process to arrange interpreters for patients.

- **Complaint 2:**

A concern was received on the 17th June 2011 regarding no language interpreter available and lack of communication in providing one.

Response:

The Trust uses Language Line, an over the telephone foreign language interpretation service, and in situations when a face to face interpreter is required we have access to 2 interpretation services, one in Exeter and one in Plymouth.

The Trust understands that in some emergency cases the telephone interpretation service may not be appropriate and it may be up to an hour wait for a face to face interpreter, therefore it is about to pilot and online language and BSL interpretation service to help deal with these situations. The online interpretation service will not be an alternative but an addition to the telephone and face to face options.

- **Complaint 3**

A complaint was received regarding a learning disability patient not receiving the correct care and that we did not take into account this patient's disability.

Response:

The Trust puts a high emphasis on improving the quality of care for people with a learning disability and their careers. Following this complaint the learning disability nurse will now be notified of all patients being admitted with learning disabilities. This will hopefully provide the

family & carers with one central point to communicate with & receive feedback if needed. This will also mean that the learning disability nurse will act as liaison between families & the clinicians/wards etc.

- 4.14 The Trust has an established process for ensuring learning from complaints is captured and that the appropriate learning and service improvements are shared. The learning from complaints group meets bi-monthly and comprises members of the Patient Services Team, the three Associate Nurse Directors, a clinical director, the litigation manager, representatives of the Complaints team at Torbay Care Trust and the manager of the Local Independent Complaints Advocacy Service (ICAS).

5. PATIENT ENGAGEMENT

- 5.1 The Trust continues to engage with the community about the services it provides. Below are some examples of recent engagement:
- In July 2011, a working group was set up to focus on improving the discharge procedure and processes, to ensure better patient experience. The group has a wide ranging membership consisting of commissioners, hospital discharge team, matrons, care home providers, South West Ambulance Service, Devon County Council safeguarding team, Age UK, Patients Association and Links Devon.
 - Patients have direct access to the Board via the monthly 'patient story'. This is where the board receives feedback directly from a patient about their experience, whether that is good or bad.
 - The Trust has a Board of Governors and the membership is represented by the 17 people they have elected to our Governance Board, whose responsibility it is to ensure that the Trust's directors take account of the collective views of the membership and work in the interests of the local community when setting the Trust's strategy and forward plans. One of the Governance Board's sub-groups, the Mutual Development Group, focuses on ensuring that there is an ongoing dialogue with our members and that we continue to develop the membership to make it as representative as possible of the whole community.
 - The Trust facilitates a monthly Cancer User Group, which looks at "the ideal cancer pathway", from a patient's perspective. The group has looked at a range of topics such as accessibility and information about services, environment issues and parking.
 - The Trust's Dementia Strategy Steering Group formed in 2009 following publication of the National Dementia Strategy, and has been working actively to improve the elective and emergency pathway for patients. We are also committed to ensuring that the carers of people with dementia are part of the assessment and care

planning process and this is being built into our ongoing implementation of the Hospital Standards.

- The Trust has a learning disability liaison nurse who works with patients who have a learning disability to ensure that their needs are met and they receive the best care possible. The nurse also liaises with the carer to gain a better understanding of the needs of the patients to help with their treatment and care.
- The Trust has a Disability Action Awareness Group which ensures that patients with disabilities are accessing services and actions are taken to improve access. The group is chaired and represented by patients with disabilities as well as staff.
- The South Devon Maternity Services Liaison Committee (MSLC) is a group of local parents and people who work in maternity care both at Torbay Hospital and in the local community. The MSLC gathers feedback from peoples about all aspects of the maternity care they have received in Torbay and uses the information to make improvements to maternity services.
- In September 2011 the Trust organised a junior forum event, inviting students from a local secondary school to attend to discuss the Services provided by the Trust.

5. RELATED DOCUMENTS

5.1 The following documents have provided data and information used in this report:

- 2011 Patient Data Report
- National Outpatient Survey 2011 (Patient Perspective)
- Survey of Women's Experience of Maternity Care 2011 (Clinical Effectiveness)
- Patient Experience Report to Trust Board November 2011
- Real Time Patient Experience Survey (Reported monthly)