

Inclusion and Diversity

**Inclusion and Diversity
Equality Data
Annual Monitoring Report
April 2015 - March 2016**

*your hospitals,
your health,
our priority*

Equality Data - Our Service Users (Patients)

1st April 2015 – 31st March 2016

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ETHNICITY: Summary of In-Patient and Out-Patient Activity 01/04/15 – 31/03/16

National Ethnic Group	Inpatient		Outpatients		Total	
	Total	% of Total	Total	% of Total	Total	% of Total
NULL / Not Stated	1498	1.8	16985	3.4	18483	3.2
British (White)	76913	94.7	470963	93.2	547876	93.4
Irish (White)	291	0.4	1477	0.3	1768	0.3
Any other White Background	815	1.0	5024	0.1	5839	0.1
White and Black Caribbean	28	0.0	150	0.0	178	0.0
White and Black African	27	0.0	108	0.0	135	0.0
White and Asian	41	0.1	292	0.1	333	0.1
Any other mixed background	182	0.2	929	0.2	1111	0.2
Indian	172	0.2	1092	0.2	1264	0.2
Pakistani	156	0.2	946	0.2	1102	0.2
Bangladeshi	28	0.0	140	0.0	168	0.0
Any other Asian background	267	0.3	1842	0.4	2109	0.4
Caribbean	24	0.0	154	0.0	178	0.0
African	164	0.2	1117	0.2	1281	0.2
Any other Black Background	106	0.1	729	0.1	835	0.1
Chinese	114	0.1	826	0.2	940	0.2
Any other ethnic group	429	0.5	2604	0.5	3033	0.5
Total	81,255		505,378		586,633	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Highest Admitted Group	91% British White	93% British White	95% British White	94.7% British White	94.3% British White	94.4% British White	93.4% British White
Lowest Admitted Group	2.8% BME	2.9% BME	2.9% BME	2.7% BME	2.8% BME	3.3% BME	3.5% BME
Highest BME Groups Admitted	0.6% % Other White Group 0.3% Other Asian Group	0.7% % Other White Group 0.3% Indian	0.7% % Other White Group 0.4% Other Ethnic Group	0.6% % Other White Group 0.3% Other Ethnic Group 0.3% Irish White 0.3% Other Asian Group	0.7% % Other White Group 0.3% Other Ethnic Group 0.3% Irish White 0.3% Other Asian Group	0.9% % Other White Group 0.5% Other Ethnic Group	1% % Other White Group 0.5% Other Ethnic Group
Not Stated	6.4%	3.8%	2.4%	2.6%	2.9%	2.3%	3.1%

In terms of ethnicity, access to hospital services during 2015/16 was overall reflective of the local population. The latest Census carried out by the Office of National Statistics reported that 95.5% of the local population were of British White Ethnicity.

ETHNICITY:

Summary of Maternity Admissions 01/04/15 – 31/03/16

National Ethnic Group	Maternity Inpatients	
	Total	% of Total
NULL / Not Stated	26	0.8
British (White)	3006	90.0
Irish (White)	3	0.1
Any other White Background	122	3.6
White and Black Caribbean	1	0.0
White and Black African	1	0.0
African	27	0.8
White and Asian	2	0.1
Any other mixed background	8	0.2
Indian	14	0.4
Pakistani	17	0.5
Bangladeshi	5	0.1
Any other Asian background	39	1.2
Caribbean	1	0.0
Any other Black Background	4	0.1
Chinese	13	0.4
Any other ethnic group	64	1.9
Total	3353	

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Total No. of Admissions	6525	6416	6733	6549	3921	3468	3353
Highest Admitted Ethnic Group	93% British White	93% British White	93% British White	93% British White	90% British White	90% British White	90% British White
Total No. of Black & Minority (BME) Ethnic Patients	397 6.1%	410 6.4%	425 6.3%	469 7.2%	379 9.7%	316 9.1%	321 9.5%
Highest Admitted BME Group	Other White Background						

Trends over the last 4 years, indicate an overall slight decrease in the number of British White maternity in-patients (3%) and a slight increase in the number of black and minority ethnic maternity in-patients (2.3%) - This data is in line with the significant growth in the Wigan Borough migrant worker population and the numbers of refugee / asylum seekers.

On reviewing in-patient admission activity over the last 5 years, trends show a decrease in the number of maternity in-patients - A decrease of 3,380 patients since 2011/12. On reviewing equality monitoring data however, no specific trends in relation to ethnicity have been identified.

Overall there has been a reduction in the number of maternity in-patient admissions by most ethnic minority groups. The most significant decrease being that of patients of White British Ethnic origin. Data is reflective of the local population.

The following table summarises the number of maternity in-patients by ethnic groups to highlight any possible trends in terms of ethnicity:

Summary of Maternity Admissions

Ethnicity	2012/13	2013/14	2014/15	2015/16	Variance (last 12 months)
British White	6059	3519	3128	3006	-122
Any Other White Background	164	159	133	122	-11
Other Ethnic Group	58	38	41	64	+23
Other Asian Background	43	41	24	39	+15
African	42	31	41	27	-14
Other Mixed background	34	6	4	8	+4
Chinese	32	27	20	13	-7
Pakistani	31	32	21	17	-4
Indian	24	14	6	14	+8
Irish (White)	22	3	14	3	-11
Not Stated / NULL	21	23	24	26	+2
White & Black Caribbean	8	6	1	1	0
White & Black African	4	3	0	1	+1
White & Asian	2	1	1	2	+1
Bangladeshi	2	1	2	5	+3
Other Black Background	2	6	6	4	-2
Caribbean	1	11	2	1	-1
Total	6549	3921	3468	3353	

ETHNICITY:

Summary of Accident and Emergency Attendances 01/04/15 – 31/03/16

National Ethnic Group	Total	% of Total
NULL / Not Stated	1729	1.9
British (White)	85035	94.4
Irish (White)	295	0.3
Any other White Background	1361	1.5
White and Asian	69	0.0
Any other mixed background	456	0.5
Indian	128	0.1
Pakistani	114	0.1
Bangladeshi	22	0.0
Any other Asian background	149	0.2
Caribbean	11	0.0
African	195	0.2
Any other Black Background	275	0.3
Chinese	186	0.2
Any other ethnic group	69	0.0
Total	90,094	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Highest Admitted Group	88% British White	94% British White	95% British White	95% British White	95% British White	95% British White	94.4% British White
Lowest Admitted Group	2.3% BME	2.5% BME	2.7% BME	3.1% BME	3.2% BME	3.5% BME	3.7% BME
Highest BME Groups Recorded	0.7% % Other White Group	0.7% Other White Group	0.9% Other White Group	0.3% Other White Group	1.2% Other White Group	1.5% Other White Group	1.5% Other White Group
	0.2% Chinese	0.2% Chinese	0.3% Irish White	0.3% Other Mixed Group	0.4% Other Mixed Group	0.4% Other Mixed Group	0.5% Other Mixed Group
	0.2% Irish White						
Not Stated	9.7%	3.5%	2.4%	1.9%	1.8%	1.5%	1.9%

90,094 patients attended Accident and Emergency during 2015/16. An increase of 1,772 patients since 2014/15.

ETHNICITY:

Summary of Patients who do not attend their Out-Patient Appointments (DNA) 01/04/15 – 31/03/16

National Ethnic Group – (Out-Patient DNAs)	Total	% of Total
NULL / Not Stated	2452	6.0
British (White)	36334	89.4
Irish (White)	96	0.2
Any other White Background	495	1.2
White and Black Caribbean	19	0.0
White and Black African	12	0.0
White and Asian	41	0.1
Any other mixed background	139	0.3
Indian	81	0.2
Pakistani	152	0.4
Bangladeshi	15	0.0
Any other Asian background	183	0.4
Caribbean	18	0.0
African	145	0.4
Any other Black Background	125	0.3
Chinese	45	0.1
Any other ethnic group	303	0.7
Total	40,655	

The number of Out-patient DNAs increased by 1,810 during 2015/16 (38,845 recorded in 2014/15).

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Highest DNA Group	81% British White	86% British White	89% British White	89% British White	90% British White	89.6% British White	89.4% British White
Lowest DNA Group	2.9% BME	3.4% BME	3.5% BME	3.7% BME	3.6% BME	4.4% BME	4.6% BME
Highest BME Groups Recorded	0.5% Other White Group	0.7% Other White Group	0.7% Other White Group	0.7% Other White Group	0.8% Other White Group	1.1% Other White Group	1.2% Other White Group
	0.4% Other Ethnic Group	0.4% Other Ethnic Group	0.6% Other Ethnic Group	0.4% Other Asian Group	0.5% Other Ethnic Group	0.7% Other Ethnic Group	0.7% Other Ethnic Group
Not Stated	16%	10.7%	7.4%	6.9%	6.6%	5.9%	6.0%

Over the last 6 years, trends show that patients of British White Ethnicity continue to be the highest admitted group recorded for Out-Patient DNAs. The lowest admitted group continuing to be Black or Minority Ethnic origin. However an overall increase in the number of patient DNAs of patients of black or minority ethnic origin is to be noted.

Of the 40,655 patients who did not attend their out-patient appointments during 2015/16, 89% of these were of British White Ethnicity. However, 93% of patients who did attend their out-patient appointments were of British White Ethnicity. **Although figures would suggest a higher percentage of Black or Minority Ethnic Group DNAs in relation to out-patient attendances, on analysis, data revealed a higher percentage of ethnic groups not stated (6%) for DNAs. Only 3.4% not stated for Out-patient attendances.**

Although the biggest increase in the number of DNAs over the last 12 months were of patients of White British ethnicity, there has been an increase in the number of patients from other white backgrounds and other ethnic groups.

Ethnicity	2012/13	2013/14	2014/15	2015/16	Variance Last 12 month
NULL / Not Stated	2731	2504	2305	2452	+147
British (White)	34905	33893	34797	36334	+1537
Irish (White)	113	111	129	96	-33
Any other White Background	289	297	438	495	+57
White and Black Caribbean	25	24	31	19	-12
White and Black African	21	13	27	12	-15
White and Asian	29	26	23	41	+18
Any other mixed background	82	98	136	139	+3
Indian	98	75	101	81	-20
Pakistani	101	86	119	152	+33
Bangladeshi	9	7	8	15	+7
Any other Asian background	151	165	163	183	+20
Caribbean	15	6	15	18	+3
African	132	122	119	145	+26
Any other Black Background	89	96	90	125	+35
Chinese	41	40	54	45	-9
Any other ethnic group	246	177	290	303	+13
Total	39,077	37,740	38,845	40,655	

ETHNICITY:

Summary of Maternity Patients who do not attend their Out-Patient Appointments (DNA) 01/04/15 – 31/03/16

National Ethnic Group – (Maternity DNAs)	Total	% of Total
NULL / Not Stated	5	0.4
British (White)	1258	90.0
Any other White Background	55	3.9
Indian	2	0.1
Pakistani	7	0.5
Any other Asian background	15	1.1
African	15	1.1
Any other Black Background	3	0.2
Caribbean	1	0.1
Other Mixed Background	7	0.5
Chinese	5	0.4
Bangladeshi	2	0.1
Irish	1	0.1
Any other ethnic group	21	1.5
Total	1,397	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Highest DNA Group	89% British White	93% British White	90% British White	90% British White	91% British White	87% British White	90% British White
Lowest DNA Group	9% BME	7% BME	8% BME	10% BME	8% BME	12% BME	9.6% BME

Over the last 7 years, patients of British White Ethnicity continue to be the highest admitted group recorded for Maternity Out-Patient DNAs. The lowest admitted group continuing to be Black or Minority Ethnic Origin. This percentage is in line with maternity admissions out-patient activity.

Summary of Telephone and Face to Face Interpreter Activity by Languages from 01/04/15 – 31/03/16

Telephone Interpreters

During 2015/2016, 778 telephone calls were made in order to access telephone interpreter services.

Top Languages Requested	No. of Calls 2011-12	No. of Calls 2012-13	No. of Calls 2013-14	No. of Calls 2014-15	No. of Calls 2015-16
Polish	53	32	63	167	132
Mandarin	61	30	41	28	49
Lithuanian	12	25	27	35	28
Russian	11	14	19	49	47
Arabic	26	12	25	39	56
Kurdish	8	11	22	14	51
Urdu	4	10	5	17	22
Farsi	7	9	11	46	63
Slovak	25	9	17	30	28
Vietnamese	9	9	17	6	11
Cantonese	28	8	12	15	17
Czech			17	20	19
Hungarian			16	6	5
Spanish			14	82	22
French				28	15
Albanian				16	17
Amharic					35
Romanian					25
Latvian					22
Bangali					20
Portuguese					15
Tigrinya					15
Turkish					13
Punjabi					12

Face-to-Face Interpreters

During 2015/2016, 393 face to face language interpreters attended hospital appointments / procedures.

Top Languages Requested	No. of Requests 2011-12	No. of Requests 2012-13	No. of Requests 2013-14	No. of Requests 2014-15	No. of Requests 2015-16
Polish	0	37	36	64	66
Cantonese	14	32	22	17	35
Russian	15	25	9	8	12
Mandarin	11	20	24	33	42
Urdu	11	18	5	11	21
Slovakian	7	16	10	23	11
Czech	9	10	8	10	3
Lithuanian	6	10	11	26	16
Latvian	4	10	8	7	16
Punjabi	7	10	4	5	12
Gujarati	6	10	5	0	4
Farsi	8	9	16	21	18
Albanian	9	0	0	4	12
Thai	5	3	0	0	0
Arabic	3	9	16	24	40
French	3	2	7	4	9
Kurdish Sorani	3	5	5	2	11
Spanish					12
Portuguese					11

Summary of Translation of Patient Information

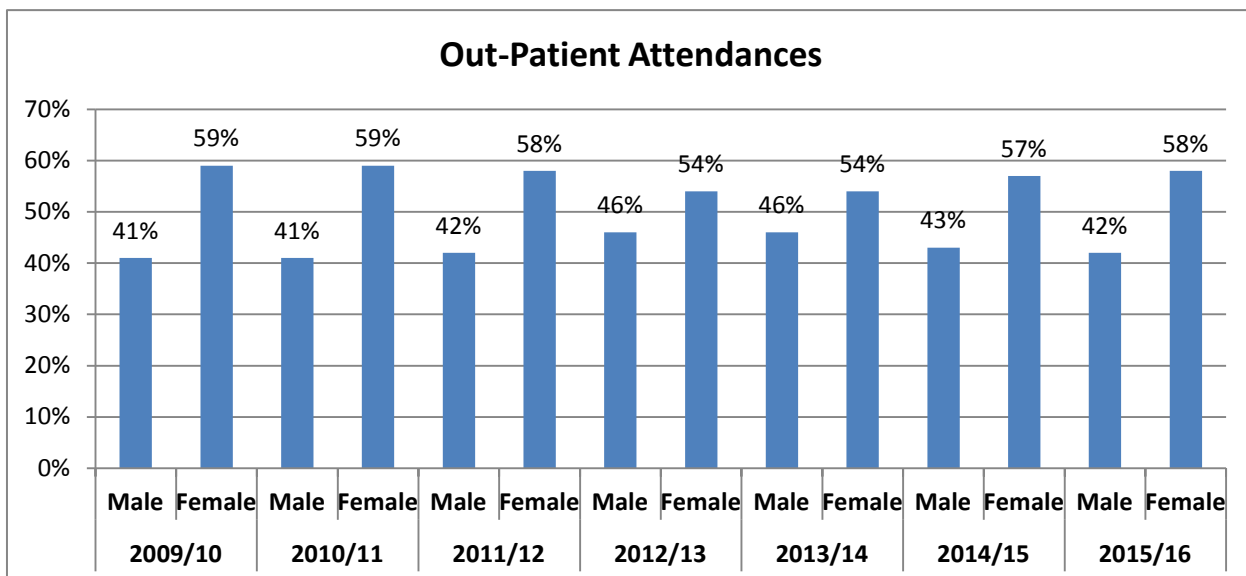
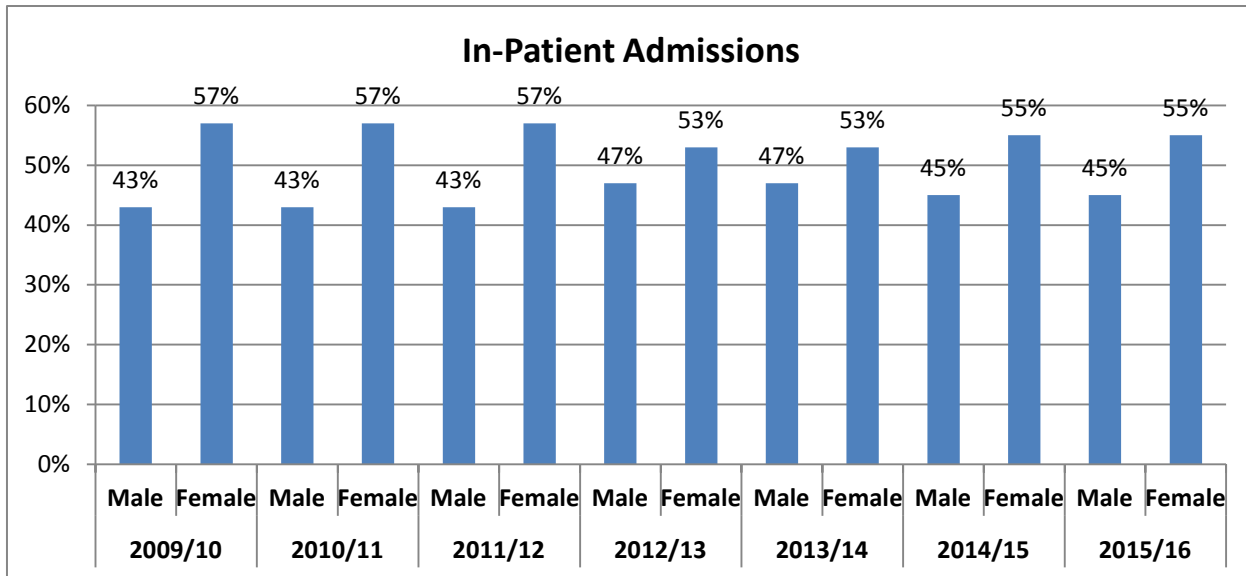
Written Translations Formats	2010/11		2011/12		2012/13		2013/14		2014/15		2015/16	
Other Languages	6	Latvian Slovak Polish Lithuanian Portuguese	7	Hungarian Gujerati Polish Mandarin Slovak	8	Russian Spanish Thai German Czech Latvian	7	Polish Arabic Turkish Urdu	11	Russian Albanian Farsi Arabic Lithuania n Spanish	13	Albanian Arabic Farsi Spanish Armenian Polish Bengali
Other Formats Large Print / Braille / Audio	3		5		14		25		26		19	
TOTAL	9		12		22		32		37		32	

Data shows an overall increase in the number of translations over the past 6 years (a 72% increase since 2010/11).

Although the number of language translations remains low, the number of translations in other formats has increased (an increase of 84% recorded since 2010). 19 translation requests in other formats were recorded during 2015/16 - 9 braille translations; 9 large print translations; and 1 audio request.

GENDER:

Summary of In-Patient and Out-Patient Activity 01/04/15 – 31/03/16



Summary of Hospital Deaths by Gender and Age during 01/04/15 – 31/03/16

Year	Male Deaths	Female Deaths	Total Deaths
2013/14	687	649	1,336
2014/15	688	696	1,384
2015/16	674	669	1,343

Age Groups	2013/14	2014/15	2015/16
0	17	11	14
1-4	2	2	3
5-17	2	3	3
18-30	9	8	7
31-49	54	57	50
50-64	146	152	120
65-79	501	483	514
80-94	567	628	585
95+	38	40	47
TOTAL	1336	1384	1343

AGE:

Summary of In-Patient and Out-Patient Activity 01/04/15 – 31/03/16

Age Group	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Under 18	10%	9%	9%	9%	9%	9%	8%
18 – 30	14%	14%	13%	9%	8%	12%	12%
31 – 64	42%	42%	41%	41%	41%	40%	41%
65+	35%	35%	37%	41%	42%	39%	39%
TOTAL	492,353	516,153	521,243	491,820	520,612	577,632	586,633

In terms of the age categories of patients during 2015/16, Trust data was overall reflective of the local population. The 2011 Census reported that the percentage of the population aged 65 and over in the Wigan Borough was the highest seen in any census at 16.2%. 1 in 6 Wigan residents are now over the age of 65. The number of 85+ year olds has increased by 24% since the 2001 Census. In 2001 there were 43,000 people aged over 65, currently there are 49,000. By 2033 there will be an extra 31,000, making a total of 80,000 people in the Wigan Borough.

Trust data shows that the highest percentage of service users who accessed both in-patient and out-patient services during the last 7 years, were aged between 31 to 64 years and 65 years and over.

In comparison with the UK as a whole, the population of Wigan is ageing. The age of patients accessing hospital services therefore is bias towards the older population, reflecting greater healthcare needs of this age group.

The 2011 Census identified that the number of children living in Wigan, under the age of 5 has increased by 2,138 (12%) over the last 10 years. On reviewing the number of Maternity Admissions however, during the last 7 years, there has been no significant increase in maternity activity. During the last 3 years the number of maternity admissions has significantly decreased. *See table below: It is to be noted that no specific trends in relation to ethnicity have been identified.*

No. of Maternity Admissions:

2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
6525	6416	6733	6549	3921	3468	3353

On reviewing activity data, there has been no increase in the overall percentage of in-patient and out-patient activity for patients aged 18 years and under.

Hospital Deaths

The majority of deaths recorded during 2015/16 are of patients aged 65 years and over. Data is overall reflective of the local population that the Trust serves in terms of age and gender.

RELIGION OR BELIEF:

Summary of Out-Patient Activity 01/04/15 – 31/03/16

Religion	2013/14	%	2014/15	%	2015/16	%
Agnostic	194	0.0	205	0.0	126	0.0
Atheist	511	0.1	710	0.1	689	0.1
Buddhist	267	0.1	440	0.1	407	0.1
Christian	325062	73.6	368169	74.1	368710	73.0
Christadelphian	65	0.0	92	0.0	90	0.0
Hindu	566	0.1	878	0.2	879	0.2
Islamic	367	0.1	633	0.1	593	0.1
Jewish	174	0.0	178	0.0	196	0.0
Morman	201	0.0	196	0.0	246	0.0
Muslim	1459	0.3	2151	0.4	2139	0.4
None	34173	7.7	46497	9.4	48003	9.5
Other	113	0.0	110	0.0	189	0.0
Society of friends	15	0.0	12	0.0	12	0.0
Rastafarian	13	0.0	25	0.0	7	0.0
Sikh	15	0.0	38	0.0	40	0.0
Spiritualist	283	0.1	408	0.1	360	0.1
Unitarian	332	0.1	336	0.1	286	0.6
Undisclosed / Unknown / Null	78033	17.7	75861	15.3	81984	16.2
TOTAL	441843		496939		505378	

Religion / Belief	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
Highest Admitted Group	49% Church of England	48% Church of England	47% Church of England	47% Church of England	47% Church of England	46% Church of England	46% Church of England
Lowest Admitted Group	1 Armenian Catholic 1 Assemblies of God	2 Assemblies of God 3 Russian Orthodox	1 Armenian Catholic 2 Russian Orthodox	1 Armenian Catholic 5 Seventh Day Advent	1 Assemblies of God 1 Church of Wales	1 Church of Wales 2 Armenian Catholic	3 Wesleyan 3 Plymouth Bretheren

In terms of religion / belief, access to hospital services during 2015/16 was overall reflective of the local population.

The 2011 Census revealed that 78% of the Wigan population were of Christian belief; 15% had no religion; 0.2% were Buddhist, 0.2% Hindu. 17,617 people did not state a religion.

The number of religious categories recorded by the Trust is much higher than the generic categories recorded in census results. For the purposes of this report, the religious categories have been grouped to ensure more meaningful data analysis. When grouping the number of patients from all denominations of Christianity, 73% of all out-patients were of Christian belief. This data is affected by the high proportion of religion not known / undisclosed (16% - 81,984 patients).

COMPLAINTS:

Summary of Patient Complaints 01/04/15 – 31/03/16

Patient complaints are currently collected against 3 of the protected characteristics, age, gender and ethnicity.

Complaints by Age and Gender 01/04/15 – 31/03/16:

Complaints by Age	Female	% of Complaints	Male	% of Complaints	% of Inpatient & Day case Activity
18 and under	8	2.2	17	4.6	0.0
19-29	20	5.5	10	2.8	0.0
30-39	21	5.8	12	3.3	0.0
40-49	24	6.6	13	3.6	0.0
50-59	26	7.2	14	3.9	0.0
60-69	47	13.0	50	13.8	0.1
70-79	27	7.5	32	8.9	0.0
80-89	24	6.6	9	2.4	0.0
90-99	6	1.7	2	0.6	0.0
Totals	203	56.1	159	43.9	
% of Inpatient & Day case Activity	0.2		0.2		

Complaints by Ethnicity and Age 01/04/15 – 31/03/16:

	18 & under	19-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Total	% of Complaints by Ethnicity	% of IP/DC Activity
White British	25	30	30	35	39	93	55	32	8	347	96.0	0.4
White - Irish							1	1		2	0.5	0.0
Other White			1		1	1				3	0.8	0.0
Indian							2			2	0.5	0.0
Black African			1							1	0.3	0.0
Not stated			1	2		3	1			7	1.9	0.0
Total	25	30	33	37	40	97	59	33	8	362		
% IP/DC Activity	0.0	0.0	0.0	0.0	0.0	0.1	0.0	0.0	0.0			

**Summary of Top 5 Complaint Subjects Recorded by Ethnicity and Age
01/04/15 – 31/03/16:**

Complaint Subject	No. of Complaints	Highest Recorded Age Groups	Ethnicity Recorded	Gender Recorded
All aspects of clinical treatment	183	Aged 60-69 (43 Patients) Aged 70-79 (29 Patients) Aged 40-49 (22 Patients) Aged 50-59 (21 Patients)	British White (176 Patients) Not Stated (3 Patients) White Other (2 Patients) Black African (1 Patient) White Irish (1 Patient)	Female (101) Male (82)
Admissions, discharge and transfer arrangements	24	Aged 60-69 (7 Patients) Aged 70-79 (6 Patients) Aged 80-89 (6 Patients)	British White (24 Patients)	Female (12) Male (12)
Communication/information to patients	50	Aged 70 – 79 (12 Patients) Aged 60 – 69 (10 Patients) Aged 30 – 39 (7 Patients)	British White (46 Patients) Not Stated (2 Patients) White Irish (1 Patient) Indian (1 Patient)	Female (31) Male (19)
Attitude of staff	39	Aged 60-69 (9 Patients) Aged 50-59 (7 Patients) Aged 70-79 (5 Patients) Aged 40-74 (5 Patients) Aged 19-29 (5 Patients)	British White (37 Patients) White Other (1 Patient) Indian (1 Patient)	Female (20) Male (19)
Appointments, delay/cancellation (out-patient)	27	Aged 60 – 69 (8 Patients) Aged 70-79 (4 Patients) Aged 50-59 (4 Patients) Aged 30-39 (4 Patients)	British White (27 Patients)	Female (18) Male (9)

**Complaint Subjects Recorded by Ethnicity:
01/04/15 – 31/03/16**

Complaint Subject	Male	Female	Total	%
Admissions, discharge and transfer arrangements	12	12	24	6.6
Aids and appliances equipment, premises (including access)	5	1	6	1.7
Appointments, delay/cancellation (out-patient)	9	18	27	7.5
Appointments, delay/cancellation (in-patient)	8	8	16	4.4
Attitude of staff	19	20	39	10.1
All aspects of clinical treatment	82	101	183	50.1
Communication/information to patients	19	31	50	13.8
Patients' privacy and dignity	1	4	5	1.4
Patients' property and expenses	0	1	1	0.3
Personal records (including medical and/or complaints)	2	2	4	1.1
Failure to follow agreed procedure	0	1	1	0.3
Patient's status discrimination (failure to provide information in braille)	0	1	1	0.3
Transport (ambulances and other)	1	0	1	0.3
Policy and commercial decisions of trusts	1	1	2	0.5
Hotel Services	0	1	1	0.3
Others	0	1	1	0.3
Total	159	203	362	

**Complaint Subjects Recorded by Age:
01/04/15 – 31/03/16**

Complaint Subject	18 and under	19-29	30-39	40-49	50-59	60-69	70-79	80-89	90+
Admissions, discharge and transfer arrangements	1			1	1	7	6	6	2
Aids and appliances equipment, premises (including access)	1					4	1		
Appointments, delay/cancellation (out-patient)	1	2	4	3	4	8	4	1	
Appointments, delay/cancellation (in-patient)			3	1	3	8	1		
Attitude of staff	2	5	4	5	7	9	5	1	1
All aspects of clinical treatment	16	18	12	22	21	43	29	19	3
Communication/information to patients	4	3	7	5	3	10	12	4	2
Patients' privacy and dignity			2		1	1	1		
Patients' property and expenses								1	
Personal records (including medical and/or complaints)		2				2			
Failure to follow agreed procedure						1			
Patient's status discrimination (failure to provide information in braille)			1						
Transport (ambulances and other)						1			
Policy and commercial decisions of trusts						2			
Hotel Services						1			
Others								1	
Total	25	30	33	37	40	97	59	33	8

Complaint Subject by Ethnicity 01/04/15 – 31/03/16	White British	White Irish	Other White	Mixed White & Black Caribbean	Other Mixed	Indian	Pakistani	Other Asian	Black African	Other Ethnic Category	Not Stated
Admissions, discharge and transfer arrangements	24										
Aids and appliances equipment, premises (including access)	6										
Appointments, delay/cancellation (out-patient)	27										
Appointments, delay/cancellation (in-patient)	15										1
Attitude of staff	37		1			1					
All aspects of clinical treatment	176	1	2						1		3
Communication/information to patients	46	1				1					2
Patients' privacy and dignity	5										
Patients' property and expenses	1										
Personal records (including medical and/or complaints)	4										
Failure to follow agreed procedure	1										
Patient's status discrimination (failure to provide information in braille)	1										
Transport (ambulances and other)	1										
Policy and commercial decisions of trusts	1										1
Hotel Services	1										
Others	1										
Total	347	2	3			2			1		7

Local Demographics

DISABILITY:

For the purpose of this report data has been extracted from Wigan Council Census 2011 and local registered disability organisations.

Data from the 2011 Census indicated that 21.5% of Wigan residents are living with a limiting long-term illness, health problem or disability which limits daily activities or work. This is higher than the national average at 17.9%. See table below:

All Categories	No.	%
Day-to-day activities limited a lot	34,847	11.0
Day-to-day activities limited a little	33,474	10.5
Day-to-day activities not limited	249,528	78.5
TOTAL	317,849	

BLIND / PARTIALLY SIGHTED:

The RNIB estimates that 8,680 people living in Wigan have sight loss and of this total, 990 are living with severe sight loss. By 2020, these figures are projected to rise to 10,500 with 1,250 with severe sight loss. The likelihood of developing sight loss increases with age. Estimates suggest:

Age Group	Estimate
65-74 Years	1,942
75-84 years	2,273
85+ Years	2,202

There are 1,570 people in Wigan registered as blind or partially sighted. 585 registered blind and 985 registered as partially sighted. Of the people officially registered with Wigan Council as blind or partially sighted, 18% state that they have an additional disability.

RNIB estimates that there are approximately 128 blind or partially sighted children under 16 years in Wigan and a 71 aged between 17 and 25 years.

Sight threatening conditions include: age related macular degeneration; cataract; glaucoma; diabetes and diabetic retinopathy.

Sight loss can be a contributory factor to falls in the elderly and sight loss should be considered along with the effects of dementia, stroke and hearing impairments when considering services for the elderly or for the blind/partially sighted.

HEARING LOSS:

Action on Hearing Loss estimates that 1 in 6 (16%) of the population are living with hearing loss, which has an impact on their day to day lives.

It is estimated therefore that 53,000 people living in the Wigan Borough are living with hearing loss.

LEARNING DISABILITIES:

Improving Health and Lives (IHAL) data in 2012 estimates the number of people with learning disabilities in Wigan is 6,170 or 1.9% of the total population. Not all of these people will be known to health or social care services.

The IHAL LD Profile (2012) highlights the following areas where people with learning disabilities in Wigan fare significantly worse than England:

- Proportion of adults with LDs having a GP health check.
- Emergency hospital admissions
- Admission rate for non-psychiatric ambulatory care sensitive conditions
- Identifying people with LD in psychiatric in-patient statistics.

IHAL's report 'Health Inequalities & People with Learning Disabilities in the UK 2011' highlight a number of areas where people with learning disabilities fare poorly compared to the general population:

- Mortality – shorter life expectancy and increased risk of death. All cause mortality rates among people with moderate to severe LDs are three times higher than the general population with mortality being particularly high for young adults, women and people with Down's Syndrome.
- General health status – children (or their carers) reporting health as fair/poor 2.5 – 4.5 times higher than in other children. One in seven adults rate health as not good. These figures may be underestimated as carers tend to perceive the person they are caring for as being healthier than suggested by medical examination – GP health screening reveals high levels of unmet physical and mental health needs.
- Cancer – mortality is generally lower than the general population but higher instances of gastrointestinal cancer. Incidence is changing due in part to increasing life expectancy. Children with Down's Syndrome at a particularly high risk of leukaemia. (The equality analysis of the Marmot Report also identifies an inequality in cancer screening with a low uptake of both breast and cervical cancer screening amongst disabled people – only 19% of women with a learning disability have cervical smears compared to 77% in the general population. Access to mobile breast screening units is difficult for women with a physical impairment).
- Coronary Heart Disease – a leading cause of death for people with LDs with rates expected to increase with increasing life expectancy. Nearly half of people with Down's Syndrome have congenital heart defects.
- Respiratory Disease - the leading cause of death with rates much higher than the general population.
- Dementia – higher prevalence among older adults with LDs compared to the general population. People with Down's Syndrome at a particularly high risk of developing Dementia with an onset age between 30 and 40 years younger than the general population.
- Epilepsy – prevalence reported at twenty times higher than the general population, seizures commonly multiple and resistant to drug treatments.
- Sensory impairments – between 8 and two hundred times more likely to have a visual impairment, of people known to services in the UK it is estimated there are 50,000 with a visual impairment and another 15,000 who are blind. Estimates suggest that 40% of people with LDs have a hearing impairment. People with Down's Syndrome at a particularly high risk of sensory loss.
- Physical impairments – among adults with learning disabilities being non-mobile is associated with a seven fold increase in death and being partially mobile associated with a two fold increase in death compared to being fully mobile.
- Oral health – four in five adults with Downs Syndrome and one in three adults with learning disabilities have unhealthy teeth and gums.

SEXUAL ORIENTATION AND TRANSGENDER:

On reviewing national data, it is estimated that sexual orientation numbers (those identifying as lesbian, gay or bisexual) is between 7% and 10% of the population. It is estimated that gender dysphoria is approximately 0.02% of the population.

Based on recent health research & LGBT inequalities data (when applied to the population of Wigan) it is estimated that there are:

- 15,000 Lesbian, Gay or Bisexual living in the Wigan Borough (8.5% of local population)
- 2,500 people who identify as trans living in the Wigan Borough. Despite the relatively small numbers, the impact that gender re-assignment can have on people's outcomes is extreme.

LGB&T individuals often experience discrimination and marginalisation that impacts on wider factors such as education, housing and perceptions and experiences of crime and violence, meaning that these groups experience specific health inequalities as a result.

MARRIAGE AND CIVIL PARTNERSHIP:

The 2011 Census reported that:

Marital Status	Total	%
All usual residents aged 16+	257,825	
Single (never married or never registered as a same sex civil partnership)	84,705	32.9
Married	122,180	47.4
In a registered same-sex civil partnership	482	0.2
Separated (but still legally married or still legally in a same sex civil partnership)	6,536	2.5
Divorced or formerly in same-sex civil partnership which is now dissolved.	25,412	9.9
Widowed or surviving partner from a same-sex civil partnership	18,510	7.2

GYPSIES AND TRAVELLERS:

In the absence of a robust figure as a comparator to the census, the ITMB undertook research to estimate a minimum population for Gypsies and Travellers in England, based on Local Authority Gypsy and Traveller Accommodation Assessments (GTAA) and the Department for Communities and Local Government bi-annual Caravan Count. Data showed:

- The total 2011 population for England based on the GTAA figures was 119,193, equating to over twice the 2011 Census figure of 54,895.
- The total 2012 population for England based on the GTAA figures was 122,785 compared to the 2012 DCLG caravan count figure of 50,614.

The following table shows the regions with the largest Gypsy and Traveller population in comparison with the 2011 Census figures:

Region	2011 Census Figures	GTAA Figures
South East	14,542	30,107
East of England	8,165	18,189
London	8,196	14,881
North West	4,147	12,782
Yorkshire & Humberside	4,378	11,960
South West	5,631	11,855
West Midlands	4,734	9,527
East Midlands	3,418	6,416
North East	1,684	3,476

GTAA figures showed that the North West of England has the fourth largest Gypsy and Traveller population in England. Greater Manchester with 7,313, compared to 1,523 reported in the 2011 Census. **The data for Wigan therefore is expected to be higher than that of 151 recorded within the 2011 Census.**

LOCAL POPULATION / HEALTH PROFILE:

Wrightington, Wigan and Leigh NHS Foundation Trust provides district general hospital services for the local population of over 318,000 and specialist orthopaedic services to a much wider regional, national and international catchment area.

On reviewing census data, the population of Wigan has grown by 16,378 in the last 10 years (an increase of 5%). This is the largest the population of Wigan has ever been.

See tables below:

Census Estimation	Population
2001	301,422
2011	317,800

Census Estimation 2011	Population	%
Male	15,7947	49.7
Female	15,9853	50.3

WIGAN HEALTH PROFILE 2016 – KEY HEADLINES

Public Health England

Population: 321,000 - Mid-2014 population estimate. Source: Office for National Statistics.

Key Headlines for Wigan

- Children achieving a good level of development at the end of reception is significantly worse than the England average.
- The number of 16 to 18 years old not in education, employment or training (NEET) is significantly higher than the England average.
- The number of children in care is significantly higher than the England average.
- The number of obese children age 4/5 is significantly worse than the England average.
- The number of children with one or more decaying, missing or filled teeth is significantly worse than the England average.
- The number of hospital admissions due to alcohol specific conditions in the under 18s is significantly worse than the England average.
- The number of hospital admissions due to substance misuse in the 15 to 24 year age range is significantly worse than the England average.
- Smoking status at the time of delivery is significantly worse than the England average.
- Breastfeeding initiation is significantly lower than the England average.
- The number of A&E attendances for children between 0 and 4 years of age is significantly worse than the England average.
- The number of hospital admissions caused by injuries in children between 0 and 14 years is significantly higher than the England average.
- The number of hospital admissions caused by injuries in young people between 15 and 24 years is significantly worse than the England average.

- The number of hospital admissions as a result of self-harm in the 10 to 24 year range is significantly worse than the England average.
- Levels of deprivation are significantly worse than the England average.
- Levels of long-term unemployment are significantly worse than the England average.
- The percentage of physically active adults is significantly worse than the England average.
- The number of hospital stays for self-harm in the adult population is significantly worse than the England average.
- The number of hospital stays for alcohol related harm in the adult population is significantly worse than the England average.
- The prevalence of opiate and/or crack use in the adult population is significantly worse than the England average.
- The level of recorded diabetes is significantly higher than the England average.
- Life expectancy at birth for both and men is significantly below the England average.
- The number of smoking related deaths is significantly higher than the England average
- The under 75s mortality rate for CVD is significantly worse than the England average.
- The under 75s mortality rate for cancer is significantly worse than the England average.

HEALTH INEQUALITIES

EXAMPLES OF HOW PEOPLE FROM DIFFERENT PROTECTED GROUPS CAN EXPERIENCE INEQUALITIES

Health inequalities are not only apparent between people of different socio-economic groups—they exist between different genders, different ethnic groups, and the elderly and people suffering from mental health problems or learning disabilities also have worse health than the rest of the population.

Ethnicity

- Black and Minority Ethnic communities are up to 5 times more likely to develop diabetes than the general population.
- Men born in South Asia are 50% more likely to have heart attack or angina than men in general population. (Highest rates: Bangladeshis / Pakistanis / Indians / other South Asians).
- Men born in the Caribbean are 50% more likely to die of a stroke than the general population (but much lower mortality to coronary heart disease).
- Cancer rates tend to be lower in BME Groups.
- Some asylum seekers and refugees may be survivors of torture and organised violence, and may require both specialist physical and psychological support that is sensitive to the trauma they have experienced.
- Many European Roma have experienced persecution and poor living conditions in their country of origin.
- Gypsy / Traveller communities may experience discrimination and persecution, especially if they have not lived on settled sites and are frequently moved on.

Age

- Inequalities experienced over the course of someone's life can lead to greater disadvantage and poorer health in old age.
- There may be inequalities between different groups of the same age due to factors such as gender, ethnicity, income level, life experiences etc.
- Dementia is projected to rise – 1 in 8 people aged over 80 years has dementia. This has a significant impact on their carers in terms of their health and wellbeing.
- The prevalence of cardiovascular disease, diabetes and dementia increases significantly with age.

Gender

- Mortality rate for coronary heart disease is much higher in men.
- Women's risk of cardiovascular disease in general increases later in life and women are more likely to die from a stroke.
- Women are more likely to report, consult for and be diagnosed with depression & anxiety.
- Alcohol misuse greater problem for men than women.

Disability

- Barriers to accessing services (physical / communication / attitudes).
- Long-Term Conditions are not just health issues – can have significant impact on a person's ability to work and live a full life.
- People with learning disabilities have mortality rates 3 times higher than in the general population.

Lesbian, Gay, Bisexual and Transgender (LGBT)

- Research suggests that discrimination has a negative impact on health (in terms of life style, mental health and other risks). Reluctant to disclose sexual orientation for fear of discrimination / poor treatment.
- Hate Crime, harassment, bullying can impact on health & well-being.
- Transgender people may experience discrimination, prejudice, isolation – risk of alcohol abuse, depression, suicide, self-harm, violence, substance abuse & HIV