

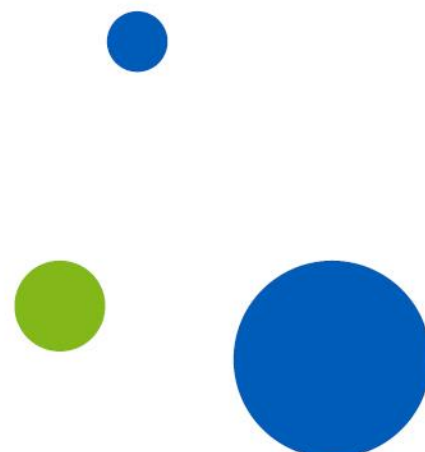


Inclusion and Diversity

Appendix 2 - Equality Monitoring Data



Everyone
is Unique



Equality Data - Our Service Users (Patients)

1st April 2016 – 31st March 2017

ETHNICITY

- Summary of In-Patient and Out-Patient Activity
- Summary of Maternity Admissions
- Summary of Accident and Emergency Attendances
- Summary of Patients who did not attend their Out-Patient Appointments (DNAs)
- Summary of Maternity Patients who did not attend their Out-Patient Appointments
- Summary of Telephone and Face to Face Interpreter Activity by Languages
- Summary of Translation of Patient Information
- Summary of Ethnic Population in Greater Manchester Districts

GENDER

- Summary of In-Patient and Out-Patient Activity
- Summary of Hospital Deaths by Gender and Age

AGE

- Summary of In-Patient and Out-Patient Activity

RELIGION OR BELIEF

- Summary of Out-Patient Activity

COMPLAINTS

- Summary of Patient Complaints by Age and Gender
- Summary of Patient Complaints by Age and Ethnicity
- Summary of Top 5 Complaint Subjects Recorded by Ethnicity and Age
- Summary of Subjects Recorded by Gender
- Summary of Subjects Recorded by Age
- Summary of Subjects Recorded by Ethnicity

LOCAL DEMOGRAPHICS

- Disability
 - Blind / Partially Sighted
 - Hearing Loss
 - Learning Disabilities
- Sexual Orientation and Transgender
- Marriage and Civil Partnership
- Gypsies and Travellers

LOCAL POPULATION / HEALTH PROFILE

HEALTH INEQUALITIES

ETHNICITY: Summary of In-Patient and Out-Patient Activity 01/04/16 – 31/03/17

National Ethnic Group	Inpatient		Outpatients		Total	
	Total	% of Total	Total	% of Total	Total	% of Total
NULL / Not Stated	1307	1.6	23782	4.7	25089	4.3
British (White)	76752	94.8	462283	91.9	539035	92.3
British (Black)	50	0.1	388	0.1	438	0.1
British (Asian)	140	0.2	985	0.2	1125	0.2
Irish (White)	320	0.4	1477	0.3	1797	0.3
Irish (Traveller)	4	0.0	38	0.0	42	0.0
Black and White	55	0.1	337	0.1	392	0.1
Any other White Background	826	1.0	4682	0.9	5508	0.9
White and Black Caribbean	38	0.0	163	0.0	201	0.0
White and Black African	39	0.0	143	0.0	182	0.0
White and Asian	50	0.1	227	0.0	277	0.0
Any other mixed background	114	0.1	697	0.1	811	0.1
Indian	149	0.2	1030	0.2	1179	0.2
Pakistani	149	0.2	946	0.2	1095	0.2
Bangladeshi	30	0.0	137	0.0	167	0.0
Any other Asian background	128	0.2	798	0.2	926	0.2
Caribbean	22	0.0	166	0.0	188	0.0
African	146		1123		1269	0.2
Any other Black Background	69	0.1	386	0.1	455	0.1
Chinese	129		825		954	0.2
Arab	48	0.1	329	0.1	377	0.1
Any other ethnic group	399		2319		2718	0.5
Total	80964		503261		584225	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
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	92.3% 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	3.4% 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	0.9% Other White Group 0.5% Other Ethnic Group
Not Stated	6.4%	3.8%	2.4%	2.6%	2.9%	2.3%	3.1%	4.3%

ETHNICITY:

Summary of Maternity Admissions 01/04/16 – 31/03/17

National Ethnic Group	Maternity Inpatients	
	Total	% of Total
NULL / Not Stated	31	0.9
British (White)	3021	90.3
British (Asian)	5	0.1
British (Black)	1	0.0
Irish (White)	1	0.0
Any other White Background	129	3.9
White and Black Caribbean	1	0.0
White and Black African	1	0.0
African	25	0.7
White and Asian	1	0.0
Any other mixed background	13	0.4
Indian	11	0.3
Pakistani	9	0.3
Bangladeshi	7	0.2
Any other Asian background	27	0.8
Any other Black Background	4	0.1
Arab	7	0.2
Chinese	6	0.2
Any other ethnic group	47	1.4
Total	3347	

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Total No. of Admissions	6525	6416	6733	6549	3921	3468	3353	3347
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	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%	295 8.8%
Highest Admitted BME Group	Other White Background							

Trends over the last 5 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 (1.6%) - 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 3,202 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	2016/1	Variance (last 12 months)
British White	6059	3519	3128	3006	3021	+15
Any Other White Background	164	159	133	122	129	+7
Other Ethnic Group	58	38	41	64	47	-17
Other Asian Background	43	41	24	39	27	-12
African	42	31	41	27	25	-2
Other Mixed background	34	6	4	8	13	+5
Chinese	32	27	20	13	6	-7
Pakistani	31	32	21	17	9	-8
Indian	24	14	6	14	11	-3
Irish (White)	22	3	14	3	1	-2
Not Stated / NULL	21	23	24	26	31	+5
White & Black Caribbean	8	6	1	1	1	0
White & Black African	4	3	0	1	1	0
White & Asian	2	1	1	2	1	-1
Bangladeshi	2	1	2	5	7	+2
Other Black Background	2	6	6	4	4	0
Caribbean	1	11	2	1	0	-1
Arab					7	----
British Black					1	----
British Asian					5	----
Total	6549	3921	3468	3353	3347	

ETHNICITY:

Summary of Accident and Emergency Attendances 01/04/16 – 31/03/17

National Ethnic Group	Total	% of Total
NULL / Not Stated	1185	1.3
British (White)	83422	93.2
Irish (White)	252	0.3
Irish (Traveller)	23	0.0
British (Black)	82	0.1
British (Asian)	212	0.2
Any other White Background	1422	1.6
White and Asian	65	0.1
Any other mixed background	411	0.5
Indian	131	0.1
Pakistani	134	0.1
Bangladeshi	27	0.0
Any other Asian background	142	0.2
Caribbean	17	0.0
White and Black Caribbean	31	0.0
African	192	0.2
Any other Black Background	194	0.2
Chinese	199	0.2
Arab	65	0.1
Any other ethnic group	1130	1.3
White and Black African	39	0.0
Black and White	101	0.1
Total	89476	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
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	93.2% 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	5.4% 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	1.6% 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	0.5% Other Mixed Group
	0.2% Irish White							
Not Stated	9.7%	3.5%	2.4%	1.9%	1.8%	1.5%	1.9%	1.3%

89476 patients attended Accident and Emergency during 2016/17. A decrease of 618 patients since 2015/16 (90,094).

ETHNICITY:

Summary of Patients who do not attend their Out-Patient Appointments (DNA) 01/04/16 – 31/03/17

National Ethnic Group – OPD DNAs	Total	% of Total
NULL / Not Stated	2813	6.5
British (White)	38579	88.5
Black British	85	0.2
British Asian	87	0.2
Irish Traveller	7	0.0
Irish (White)	132	0.3
Any other White Background	601	1.4
White and Black Caribbean	21	0.0
White and Black African	31	0.1
White and Asian	44	0.1
Any other mixed background	136	0.3
Indian	98	0.2
Pakistani	141	0.3
Bangladeshi	11	0.0
Any other Asian background	99	0.2
Caribbean	26	0.1
African	160	0.4
Any other Black Background	63	0.1
Chinese	47	0.1
Any other ethnic group	305	0.7
Arab	46	0.1
Black and White	43	0.1
Total	43575	

The number of Out-patient DNAs increased by 2,920 during 2016/17 (40,655 recorded in 2015/16). 38,845 DNAs recorded in 2014/15

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
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	88.5% 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	5% BME
Highest BME Groups Recorded	0.5% Other White Group 0.4% Other Ethnic Group	0.7% Other White Group 0.4% Other Ethnic Group	0.7% Other White Group 0.6% Other Ethnic Group	0.7% Other White Group 0.4% Other Asian Group	0.8% Other White Group 0.5% Other Ethnic Group	1.1% Other White Group 0.7% Other Ethnic Group	1.2% Other White Group 0.7% Other Ethnic Group	1.4% Other White Group 0.7% Other Ethnic Group
Not Stated	16%	10.7%	7.4%	6.9%	6.6%	5.9%	6.0%	6.5%

Over the last 7 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 43,575 patients who did not attend their out-patient appointments during 2016/17, 88.5% of these were of British White Ethnicity. However, 92% 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 (6.5%) for DNAs. Only 4.7% 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, British Asian, Black British and Arab.

Ethnicity	2012/13	2013/14	2014/15	2015/16	2016/17	Variance Last 12 month
NULL / Not Stated	2731	2504	2305	2452	2813	+361
British (White)	34905	33893	34797	36334	38579	+2,245
Irish (White)	113	111	129	96	132	+36
Any other White Background	289	297	438	495	601	+106
White and Black Caribbean	25	24	31	19	21	+3
White and Black African	21	13	27	12	31	+19
White and Asian	29	26	23	41	44	+3
Any other mixed background	82	98	136	139	136	-3
Indian	98	75	101	81	98	+17
Pakistani	101	86	119	152	141	-11
Bangladeshi	9	7	8	15	11	-4
Any other Asian background	151	165	163	183	99	-84
Caribbean	15	6	15	18	26	+8
African	132	122	119	145	160	+15
Any other Black Background	89	96	90	125	63	-62
Chinese	41	40	54	45	47	+2
Any other ethnic group	246	177	290	303	305	+2
Arab					46	+46
Black and White					43	+43
Black British					85	+85
British Asian					87	+87
Irish Traveller					7	+7
Total	39,077	37,740	38,845	40,655	43,575	

	2012/13	2013/14	2014/15	2015/16	2016/17
Total Out-Patient Attendances	411,102	441,843	496,939	505,378	503,261

ETHNICITY:

Summary of Maternity Patients who do not attend their Out-Patient Appointments (DNA) 01/04/16 – 31/03/17

National Ethnic Group – (Maternity DNAs)	Total	% of Total
NULL / Not Stated	13	0.9
British (White)	1237	88.6
Any other White Background	45	3.2
Indian	2	0.1
Pakistani	7	0.5
Any other Asian background	6	0.4
African	16	1.1
Any other Black Background	3	0.2
White & Black Caribbean	1	0.1
Other Mixed Background	13	0.9
Chinese	2	0.1
Bangladeshi	7	0.5
Irish	1	0.1
Any other ethnic group	27	1.9
Arab	12	0.9
White & Black African	4	0.3
Total	1396	

Ethnicity	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Highest DNA Group	89% British White	93% British White	90% British White	90% British White	91% British White	87% British White	90% British White	89% British White
Lowest DNA Group	9% BME	7% BME	8% BME	10% BME	8% BME	12% BME	9.6% BME	10.5% BME

Over the last 8 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 01/04/16 – 31/03/17

Telephone Interpreters

During 2016/2017, 911 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	No. of Calls 2016-17
Polish	53	32	63	167	132	127
Mandarin	61	30	41	28	49	65
Lithuanian	12	25	27	35	28	34
Russian	11	14	19	49	47	51
Arabic	26	12	25	39	56	85
Kurdish	8	11	22	14	51	97
Urdu	4	10	5	17	22	19
Farsi	7	9	11	46	63	82
Slovak	25	9	17	30	28	20
Vietnamese	9	9	17	6	11	9
Cantonese	28	8	12	15	17	27
Czech			17	20	19	6
Hungarian			16	6	5	6
Spanish			14	82	22	14
French				28	15	18
Albanian				16	17	11
Amharic					35	10
Romanian					25	59
Latvian					22	7
Bengali					20	8
Portuguese					15	10
Tigrinya					15	8
Turkish					13	15
Punjabi					12	19
Sorani						31
Tamil						20
Italian						12
Lingala						9

Face-to-Face Interpreters

During 2016/2017, 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	No. of Requests 2016-17
Polish	0	37	36	64	66	48
Cantonese	14	32	22	17	35	18
Russian	15	25	9	8	12	11
Mandarin	11	20	24	33	42	13
Urdu	11	18	5	11	21	8
Slovakian	7	16	10	23	11	8
Czech	9	10	8	10	3	1
Lithuanian	6	10	11	26	16	14
Latvian	4	10	8	7	16	7
Punjabi	7	10	4	5	12	8
Gujarati	6	10	5	0	4	2
Farsi	8	9	16	21	18	11
Albanian	9	0	0	4	12	0

Thai	5	3	0	0	0	0
Arabic	3	9	16	24	40	11
French	3	2	7	4	9	0
Kurdish Sorani	3	5	5	2	11	6
Spanish					12	5
Portuguese					11	4
Tamil						17

Summary of Translation of Patient Information

Written Translations Formats	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Other Languages	6	7	8	7	11	13	10
	Slovak Polish Lithuanian Portuguese	Hungarian Guajarati Polish Mandarin Slovak	Russian Spanish Thai German Czech Latvian	Polish Arabic Turkish Urdu	Russian Albanian Farsi Arabic Lithuanian Spanish	Albanian Arabic Farsi Spanish Armenian Polish Bengali	Slovakian Cantonese Albanian French Spanish Punjabi Romanian Latvian Russian
Other Formats Large Print / Braille / Audio	3	5	14	25	26	19	13
TOTAL	9	12	22	32	37	32	23

13 translation requests in other formats were recorded during 2016/17 - 7 braille translations; 6 large print translations

Ethnic Population in Greater Manchester Districts

A breakdown of the ethnic population in each local authority district in England and Wales has been published by the Office for National Statistics.

According to the ONS figures, the non-white British population has grown from 6.6 million in 2001 to 9.1 million in 2009 – or nearly one in six. The white British population has stayed the same, while there has been a rise in the ‘other white’ population from 1.4 million to 1.9 million, and an increase of 50 per cent in the mixed-race population from 672,000 in 2001 to 986,600 in 2009.

The proportion of white British people in Greater Manchester is just over 83 per cent – virtually the same as the proportion for England and Wales as a whole. Nearly 12 per cent of the population in the sub-region is from mixed race or black minority ethnic backgrounds – again, almost on a par with the national figure.

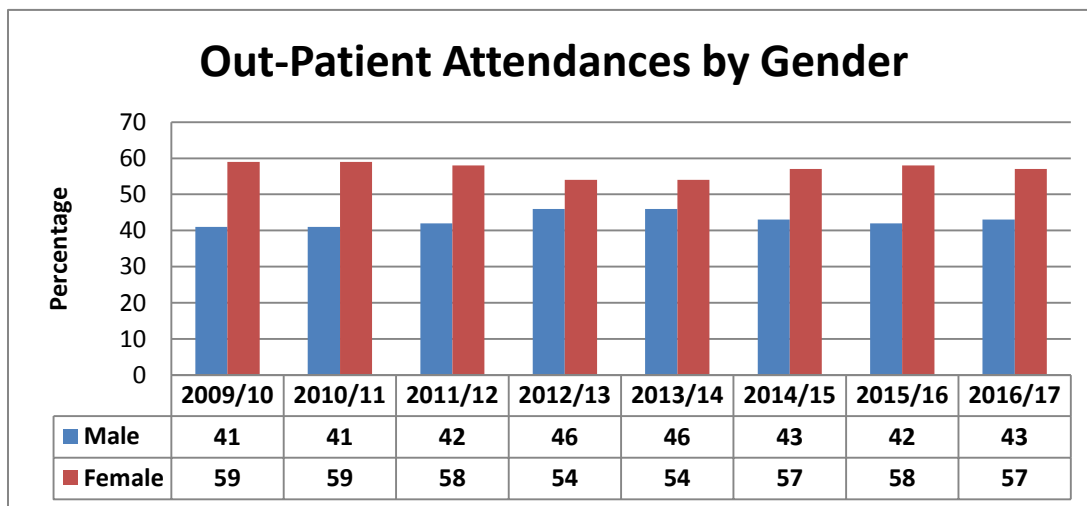
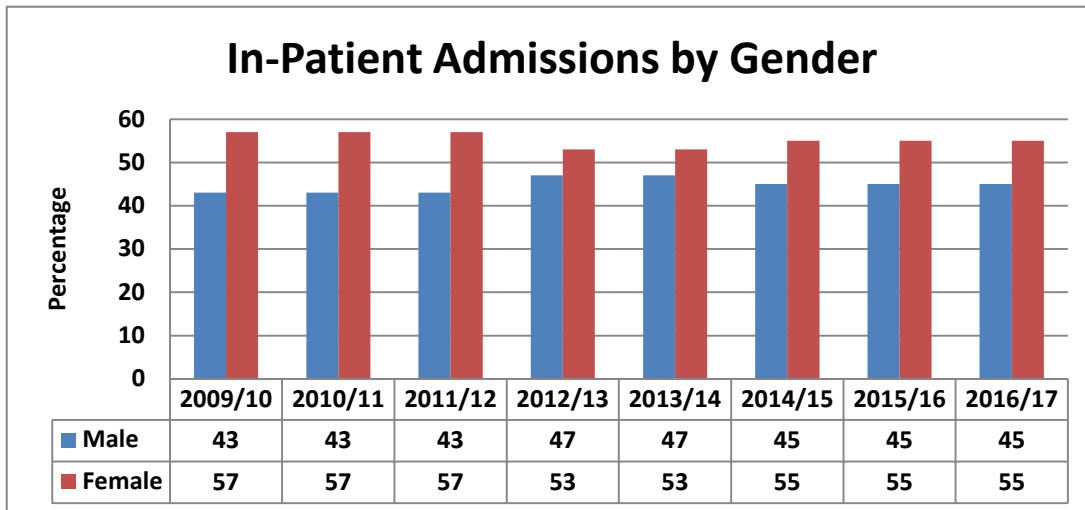
Local Authority	% White British	% Mixed	% Asian or Asian British	% Black or Black British	% Chinese
Bolton	84.42	1.43	9.58	1.24	0.53
Bury	87.19	1.64	5.09	1.20	0.44
Manchester	69.93	3.27	11.20	4.84	1.76
Oldham	80.48	1.60	13.57	1.23	0.32
Rochdale	82.80	1.42	10.94	0.98	0.59
Salford	86.45	1.60	3.29	1.73	0.62
Stockport	89.07	1.59	3.21	1.16	0.60
Tameside	88.86	1.25	5.76	0.93	0.42
Trafford	82.63	2.18	5.43	2.55	1.07
Wigan	94.68	0.82	1.31	0.65	0.29
Greater Manchester	83.57	1.80	7.14	1.93	0.77

Further details, including an interactive map of each local authority area, can be seen on *The Guardian* website:

www.guardian.co.uk/news/datablog/2011/may/18/ethnic-population-england-wales

GENDER:

Summary of In-Patient and Out-Patient Activity 01/04/16 – 31/03/17



Census 2011

Female	50.3%
Male	49.7%

- Men are more likely to first access mental health services earlier in their lives between the ages of 18 and 35. Men are less likely to use their GP which can lead to late diagnosis. Men are more likely to take exercise but less likely to eat the recommended amounts of fruit and vegetables.
- It is clear that there are issues with men accessing health care. Men are more likely to work full-time, meaning most GPs are not available when they are. But it is also to do with how men are being educated to manage their health.
- Women are more likely to eat the recommended amounts of fruit and vegetables but less likely to take exercise. Women are more likely to access mental health services later in life aged between 45 and 60.
- The 2010 National Audit of Cardiac Rehabilitation (NACR) demonstrated that women are under-represented in cardiac rehabilitation. If men and women were taking part in proportion to the case rates for heart attack, we would expect there to be 63% men and 37% women. In practice, women made up 32% of referrals but only 26% of participants. It is mainly older women who are under-represented in cardiac rehabilitation; women over the age of 80 are less likely to take part than men of the same age.

Summary of Hospital Deaths by Gender and Age during 01/04/16 – 31/03/17

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
2016/17	759	782	1,541

Age Groups	2013/14	2014/15	2015/16	2016/17
0	17	11	14	14
1-4	2	2	3	5
5-17	2	3	3	5
18-30	9	8	7	3
31-49	54	57	50	45
50-64	146	152	120	149
65-79	501	483	514	510
80-94	567	628	585	746
95+	38	40	47	64
TOTAL	1336	1384	1343	1541

Summary of In-Patient and Out-Patient Activity 01/04/16 – 31/03/17

Age Group	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Under 18	10%	9%	9%	9%	9%	9%	8%	8%
18 – 30	14%	14%	13%	9%	8%	12%	12%	11%
31 – 64	42%	42%	41%	41%	41%	40%	41%	41%
65+	35%	35%	37%	41%	42%	39%	39%	40%
TOTAL	492,353	516,153	521,243	491,820	520,612	577,632	586,633	584,225

In terms of the age categories of patients during 2016/17, 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 8 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 8 years, there has been no significant increase in maternity activity. During the last 3 years the number of maternity admissions has 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	2016/17
6525	6416	6733	6549	3921	3468	3353	3347

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.

RELIGION OR BELIEF:

Summary of Out-Patient Activity 01/04/16 – 31/03/17

Religion	2013/14	%	2014/15	%	2015/16	%	2016/17	%
Agnostic	194	0.0	205	0.0	126	0.0	139	0.0
Atheist	511	0.1	710	0.1	689	0.1	642	0.1
Buddhist	267	0.1	440	0.1	407	0.1	463	0.1
Christian	325062	73.6	368169	74.1	368710	73.0	355615	71.0
Christadelphian	65	0.0	92	0.0	90	0.0	81	0.0
Hindu	566	0.1	878	0.2	879	0.2	818	0.2
Islamic	367	0.1	633	0.1	593	0.1	579	0.1
Jewish	174	0.0	178	0.0	196	0.0	246	0.0
Mormon	201	0.0	196	0.0	246	0.0	222	0.0
Muslim	1459	0.3	2151	0.4	2139	0.4	2284	0.5
None	34173	7.7	46497	9.4	48003	9.5	46575	9.3
Other	113	0.0	110	0.0	189	0.0	160	0.0
Society of friends	15	0.0	12	0.0	12	0.0	12	0.0
Rastafarian	13	0.0	25	0.0	7	0.0	21	0.0
Sikh	15	0.0	38	0.0	40	0.0	64	0.0
Spiritualist	283	0.1	408	0.1	360	0.1	328	0.1
Unitarian	332	0.1	336	0.1	286	0.6	357	0.1
Undisclosed / Unknown / Null	78033	17.7	75861	15.3	81984	16.2	87582	17.4
TOTAL	441843		496939		505378		503261	

Religion / Belief	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
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	44% 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	3 Wesleyan 2 Plymouth Bretheren

In terms of religion / belief, access to hospital services during 2016/17 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, 71% of all out-patients were of Christian belief. This data is affected by the high proportion of religion not known / undisclosed (17% - 87,582 patients).

COMPLAINTS:

Summary of Patient Complaints 01/04/16 – 31/03/17

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

Complaints by Age and Gender

01/04/16 – 31/03/17:

Complaints by Age	Female	% of Complaints	Male	% of Complaints	% of Inpatient & Day case Activity
18 and under	13	2.9	22	4.9	0.01
19-29	23	5.1	7	1.5	0.01
30-39	35	7.7	13	2.9	0.01
40-49	24	5.3	17	3.8	0.01
50-59	33	7.3	31	6.8	0.01
60-69	54	11.9	36	7.9	0.02
70-79	36	7.9	39	8.6	0.01
80-89	29	6.4	23	5.1	0.01
90-99	14	3.1	4	0.9	0.00
Totals	261	57.6	192	42.4	
% of Inpatient & Day case Activity	0.04		0.03		

Complaints by Ethnicity and Age

01/04/16 – 31/03/17:

	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	32	30	46	40	61	86	70	50	18	433	95.6	0.07
White - Irish	0	0	0	0	2	1	1	0	0	4	0.9	0.00
Other White	0	0	1	0	0	0	0	1	0	2	0.4	0.00
Mixed white and Black Caribbean	0	0	0	0	0	0	1	0	0	1	0.2	0.00
Other Asian	1	0	0	0	1	0	1	0	0	3	0.7	0.00
Other Black	1	0	0	0	0	0	0	0	0	1	0.2	0.00
Chinese	0	0	0	0	0	1	0	0	0	1	0.2	0.00
Not stated	1	0	1	1	0	2	2	1	0	8	1.8	0.00
Total	35	30	48	41	64	90	75	52	18	453		
% IP/DC Activity	0.01	0.01	0.01	0.01	0.01	0.02	0.01	0.01	0.00			

Summary of Top 5 Complaint Subjects Recorded by Ethnicity and Age
01/04/16 – 31/03/17:

Complaint Subject	No. of Complaints	Highest Recorded Age Groups	Ethnicity Recorded	Gender Recorded
Clinical treatment	174	Aged 60-69 (38 Patients) Aged 70-79 (30 Patients) Aged 50-59 (26 Patients) Aged 30-39 (21 Patients)	British White (167 Patients) Not Stated (2 Patients) Other Asian (3 Patients) Chinese (1 Patient) White Irish (1 Patient)	Female (97) Male (77)
Admissions and Discharges	54	Aged 70-79 (12 Patients) Aged 60-69 (11 Patients) Aged 80-89 (8 Patients)	British White (53 Patients) Not Stated (1 Patient)	Female (24) Male (30)
Communications	56	Aged 50 – 59 (10 Patients) Aged 80 – 89 (9 Patients) Aged 40 – 49 (7 Patients) Aged 60 – 69 (7 Patients) Aged 70 – 79 (7 Patients)	British White (51 Patients) Not Stated (2 Patients) White Irish (1 Patient) Other White (1 Patient) Other Black (1 Patient)	Female (36) Male (20)
Value and Behaviour	41	Aged 30-39 (10 Patients) Aged 60-69 (7 Patients) Aged 70-79 (7 Patients) 18 and under (6 Patients)	British White (38 Patients) White Irish (1 Patient) Mixed White / Black Caribbean (1 Patient) Not Stated (1 Patient)	Female (29) Male (12)
Patient Care	31	Aged 70-79 (6 Patients) Aged 60 – 69 (5 Patients) Aged 50-59 (4 Patients) Aged 40-49 (4 Patients)	British White (31 Patients)	Female (21) Male (10)

**Complaint Subjects Recorded by Gender:
01/04/16 – 31/03/17**

Complaint Subject	Male	Female	Total	%
Access to Treatment or Drugs	3	4	7	1.5
Admissions and Discharges	30	24	54	11.9
Appointments	11	19	30	6.6
Clinical treatment	77	97	174	38.4
Commissioning	1	0	1	0.2
Consent	1	0	1	0.2
Communications	20	36	56	12.4
End of Life	2	5	7	1.5
Other	1	0	1	0.2
Patient Care	10	21	31	6.8
Prescribing	5	6	11	2.4
Privacy dignity and wellbeing	1	0	1	0.2
Staff numbers	1	1	2	0.4
Transport	0	1	1	0.2
Trust admin/policies/procedures including patient record management	5	7	12	2.6
Value and behaviour	12	29	41	9.1
Waiting times	12	11	23	5.1
Total	192	261	453	

**Complaint Subjects Recorded by Age:
01/04/16 – 31/03/17**

Complaint Subject	18 and under	19-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	Total
Access to Treatment or Drugs	1	1	1	2	0	0	2	0	0	7
Admissions and Discharges	2	1	5	5	6	11	12	8	4	54
Appointments	2	1	4	4	7	6	3	2	1	30
Clinical treatment	13	11	21	11	26	38	30	18	6	174
Commissioning	1	0	0	0	0	0	0	0	0	1
Consent	0	0	0	0	1	0	0	0	0	1
Communications	3	6	4	7	10	7	7	9	3	56
End of Life	0	0	0	0	0	1	2	4	0	7
Other	0	0	0	0	0	0	0	1	0	1
Patient Care	3	2	2	4	4	5	6	4	1	31
Prescribing	0	0	0	3	2	2	1	2	1	11
Privacy dignity and wellbeing	0	0	0	0	1	0	0	0	0	1
Staff numbers	0	0	0	0	0	0	1	0	0	2
Transport	0	0	0	0	0	1	0	0	0	1
Trust admin/policies/procedures including patient record management	2	1	1	1	2	3	0	1	1	12
Value and behaviour	6	3	10	2	3	7	7	2	1	41
Waiting times	2	3	0	2	2	9	4	1	0	23
Total	35	30	48	41	64	90	75	52	18	453

Complaint Subject by Ethnicity 01/04/16 – 31/03/17	White British	White Irish	Other White	Mixed White & Black Caribbean	Other Mixed	Indian	Pakistani	Other Asian	Black African	Other Black	Chinese	Other Ethnic	Not Stated
Access to Treatment or Drugs	6	0	0	0	0	0	0	0	0	0	0	0	1
Admissions and Discharges	53	0	0	0	0	0	0	0	0	0	0	0	1
Appointments	29	0	1	0	0	0	0	0	0	0	0	0	0
Clinical treatment	167	1	0	0	0	0	0	3	0	0	1	0	2
Commissioning	1	0	0	0	0	0	0	0	0	0	0	0	0
Consent	1	0	0	0	0	0	0	0	0	0	0	0	0
Communications	51	1	1	0	0	0	0	0	0	1	0	0	2
End of Life	7	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	0	0	0	0	0	0	0	0	0	0
Patient Care	31	0	0	0	0	0	0	0	0	0	0	0	0
Prescribing	11	0	0	0	0	0	0	0	0	0	0	0	0
Privacy dignity and wellbeing	1	0	0	0	0	0	0	0	0	0	0	0	0
Staff numbers	2	0	0	0	0	0	0	0	0	0	0	0	0
Transport	1	0	0	0	0	0	0	0	0	0	0	0	0
Trust admin/policies/procedures including patient record management	11	1	0	0	0	0	0	0	0	0	0	0	0
Value and behaviour	38	1	0	1	0	0	0	0	0	0	0	0	1
Waiting times	22	0	0	0	0	0	0	0	0	0	0	0	1
Total	433	4	2	1	0	0	0	3	0	1	1	0	8

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	21.5%
Day-to-day activities limited a little	33,474	10.5	
Day-to-day activities not limited	249,528	78.5	
TOTAL	317,849		

Patients with disabilities often report barriers to using health services, in terms of transport difficulties, distance and needing someone to accompany them. Poor communication leads to non-attendance for appointments. These are issues currently being reviewed within Wigan Borough Locality Plan.

BLIND / PARTIALLY SIGHTED:

The RNIB estimates:

8,680	2.7%	People living in Wigan have sight loss 990 of which are living with severe sight loss
10,500	3.3%	By 2020, these figures are projected to rise 1,250 living 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:

53,000	16%	1 in 6 People living in Wigan with hearing loss, which has an impact on their day to day lives.
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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
Mid 2014 Estimate	321,000

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

WIGAN HEALTH PROFILE 2017 – KEY HEADLINES

Public Health England

Key Headlines for Wigan

- Levels of deprivation are significantly worse than the England average. Wigan has a registered population of 320,000. Nearly 100,000 of these are considered to be part of the most deprived 20% in the country. About 20% (11,600) of children live in low income families.
- Life expectancy for both men and women is lower than the England average. Life expectancy is 12.2 years lower for men and 9.8 years lower for women in the most deprived areas of Wigan than in the least deprived areas.
- Wigan has higher than average rates of alcohol consumption, smoking and obesity. Almost a quarter of Wigan residents have long term illnesses. Emergency hospital admissions for mental health problems, depression and dementia are higher than they should be.

- Levels of breastfeeding initiation and smoking at time of delivery are worse than the England average.

Local Priorities

- Priorities for Wigan include continuing the heart disease prevention programme, improving uptake of physical activity, implementing the Deal for Health and Wellness population health programme including social movement for change through the Health Champions and Dementia Friends programmes, sexual health services redesign and roll out of the drugs early warning system and Communities in Charge of Alcohol programme.
- For more information see <http://fingertipsreports.phe.org.uk/health-profiles/2017/e08000010.pdf>

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