

Inclusion and Diversity



Everyone
is Unique



Equality Data - Our Service Users (Patients)

1st April 2017 – 31st March 2018

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- Summary of Maternity Admissions
- Summary of Accident and Emergency Attendances
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ETHNICITY:

Summary of In-Patient and Out-Patient Activity 01/04/17 – 31/03/18

National Ethnic Group	Inpatient		Outpatients		Total	
	Total	% of Total	Total	% of Total	Total	% of Total
NULL / Not Stated	2045	2.4	21,700	4.5	23,745	4.2
British (White)	80656	93.8	440,098	91.8	520,754	92.1
British (Black)	82	0.1	457	0.1	539	0.1
British (Asian)	138	0.2	955	0.2	1,093	0.2
Irish (White)	353	0.4	1365	0.3	1,718	0.3
Irish (Traveller)	6	0.0	38	0.0	44	0.0
Black and White	81	0.1	323	0.1	404	0.1
Any other White Background	978	1.1	4879	1.0	5,857	1.0
White and Black Caribbean	35	0.0	141	0.0	176	0.0
White and Black African	171	0.2	136	0.0	307	0.1
White and Asian	48	0.1	267	0.1	315	0.1
Any other mixed background	179	0.2	834	0.2	1,013	0.2
Indian	181	0.2	907	0.2	1,088	0.2
Pakistani	142	0.2	919	0.2	1,061	0.2
Bangladeshi	20	0.0	71	0.0	91	0.0
Any other Asian background	164	0.2	1062	0.2	1,226	0.2
Caribbean	26	0.0	194	0.0	220	0.0
African	27	0.0	970	0.2	997	0.2
Any other Black Background	67	0.1	404	0.1	471	0.1
Chinese	109	0.1	745	0.2	854	0.2
Arab	66	0.1	351	0.1	417	0.1
Any other ethnic group	459	0.5	2586	0.5	3,045	0.5
Total	86,033		479,402		565,435	

Ethnicity	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Highest Admitted Group	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	92.1% British White
Lowest Admitted Group	2.9% BME	2.9% BME	2.7% BME	2.8% BME	3.3% BME	3.5% BME	3.4% BME	3.7% BME
Highest BME Groups Admitted	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	1.0% Other White Group 0.5% Other Ethnic Group
Not Stated	3.8%	2.4%	2.6%	2.9%	2.3%	3.1%	4.3%	4.2%

ETHNICITY:

Summary of Maternity Admissions 01/04/17 – 31/03/18

National Ethnic Group	Maternity Inpatients	
	Total	% of Total
NULL / Not Stated	25	0.7
British (White)	3056	89.5
British (Asian)	3	0.1
British (Black)	1	0.0
Irish (White)	8	0.2
Irish Traveller	1	0.0
Any other White Background	153	4.5
White and Black Caribbean	3	0.1
African	29	0.8
Any other mixed background	10	0.3
Indian	11	0.3
Pakistani	9	0.3
Bangladeshi	1	0.0
Any other Asian background	18	0.5
Any other Black Background	7	0.2
Arab	13	0.4
Chinese	11	0.3
Any other ethnic group	54	1.6
Total	3413	

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Total No. of Admissions	6525	6416	6733	6549	3921	3468	3353	3347	3413
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	89.5% 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%	332 9.8%
Highest Admitted BME Group	Other White Background								

ETHNICITY:

Summary of Accident and Emergency Attendances 01/04/17 – 31/03/18

National Ethnic Group	Total	% of Total
NULL / Not Stated	1,506	1.7
British (White)	84,285	92.6
Irish (White)	303	0.3
Irish (Traveller)	22	0.0
British (Black)	120	0.1
British (Asian)	229	0.3
Any other White Background	1543	1.7
White and Asian	59	0.1
Any other mixed background	554	0.6
Indian	140	0.2
Pakistani	120	0.1
Bangladeshi	20	0.0
Any other Asian background	185	0.2
Caribbean	22	0.0
White and Black Caribbean	38	0.0
African	210	0.2
Any other Black Background	191	0.2
Chinese	148	0.2
Arab	97	0.1
Any other ethnic group	1070	1.2
White and Black African	41	0.0
Black and White	105	0.1
Total	91008	

Ethnicity	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Highest Admitted Group	94% British White	95% British White	95% British White	95% British White	95% British White	94.4% British White	93.2% British White	92.6% British White
Lowest Admitted Group	2.5% BME	2.7% BME	3.1% BME	3.2% BME	3.5% BME	3.7% BME	5.4% BME	5.7% BME
Highest BME Groups Recorded	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	1.7% Other White Group
	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	0.5% Other Ethnic Group
Not Stated	3.5%	2.4%	1.9%	1.8%	1.5%	1.9%	1.3%	1.7%

91,008 patients attended Accident and Emergency during 2017/18. An increase of 1,532 patients since 2016/17 (**89,476**).

ETHNICITY:

Summary of Patients who do not attend their Out-Patient Appointments (DNA) 01/04/17 – 31/03/18

National Ethnic Group – OPD DNAs	Total	% of Total
NULL / Not Stated	2,446	7
British (White)	31,859	88
Black British	74	0
British Asian	63	0
Irish Traveller	8	0
Irish (White)	116	0
Any other White Background	480	1
White and Black Caribbean	29	0
White and Black African	17	0
White and Asian	34	0
Any other mixed background	147	0
Indian	78	0
Pakistani	98	0
Bangladeshi	13	0
Any other Asian background	122	0
Caribbean	13	0
African	145	0
Any other Black Background	69	0
Chinese	51	0
Any other ethnic group	255	1
Arab	36	0
Black and White	69	0
Total	36,222	

The number of Out-patient DNAs decreased by 7,353 during 2017/18 (43,575 recorded in 2016/17).

Ethnicity	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Highest DNA Group	86% British White	89% British White	89% British White	90% British White	89.6% British White	89.4% British White	88.5% British White	88% British White
Lowest DNA Group	3.4% BME	3.5% BME	3.7% BME	3.6% BME	4.4% BME	4.6% BME	5% BME	5% BME
Highest BME Groups Recorded	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	1.4% Other White Group	1.3% Other White 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	0.7% Other Ethnic Group	0.7% Other Ethnic Group
Not Stated	10.7%	7.4%	6.9%	6.6%	5.9%	6.0%	6.5%	6.8%

Over the last 8 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 36,222 patients who did not attend their out-patient appointments during 2017/18, 88% 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 (6.8%) for DNAs. Only 4.5% not stated for Out-patient attendances.**

Ethnicity	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	Variance Last 12 month
NULL / Not Stated	2731	2504	2305	2452	2813	2446	-367
British (White)	34905	33893	34797	36334	38579	31859	-6720
Irish (White)	113	111	129	96	132	116	-16
Any other White Background	289	297	438	495	601	480	-121
White and Black Caribbean	25	24	31	19	21	29	+8
White and Black African	21	13	27	12	31	17	-14
White and Asian	29	26	23	41	44	34	-10
Any other mixed background	82	98	136	139	136	147	+11
Indian	98	75	101	81	98	78	-20
Pakistani	101	86	119	152	141	98	-43
Bangladeshi	9	7	8	15	11	13	+2
Any other Asian background	151	165	163	183	99	122	+23
Caribbean	15	6	15	18	26	13	-13
African	132	122	119	145	160	145	-25
Any other Black Background	89	96	90	125	63	69	+6
Chinese	41	40	54	45	47	51	+4
Other ethnic group	246	177	290	303	305	255	-10
Arab					46	36	-10
Black and White					43	69	+26
Black British					85	74	-11
British Asian					87	63	-24
Irish Traveller					7	8	+1
Total	39,077	37,740	38,845	40,655	43,575	36,222	

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Total Out-Patient Attendances	411,102	441,843	496,939	505,378	503,261	479,402

ETHNICITY:

Summary of Maternity Patients who do not attend their Out-Patient Appointments (DNA) 01/04/17 – 31/03/18

National Ethnic Group – (Maternity DNAs)	Total	% of Total
NULL / Not Stated	16	1.0
British (White)	1371	87.8
Any other White Background	78	5.0
Indian	7	0.4
Pakistani	4	0.3
Any other Asian background	15	1.0
African	7	0.4
Any other Black Background	1	0.1
Black British	1	0.1
Other Mixed Background	5	0.3
Chinese	3	0.2
Irish Traveller	2	0.1
Irish	10	0.6
Any other ethnic group	34	2.2
Arab	5	0.3
White & Black African	1	0.1
Black & White	2	0.1
Total	1,562	

Ethnicity	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Highest DNA Group	93%	90%	90%	91%	87%	90%	89%	88%
	British White	British White	British White	British White	British White	British White	British White	British White
Lowest DNA Group	7%	8%	10%	8%	12%	9.6%	10.5%	11%
	BME	BME	BME	BME	BME	BME	BME	BME

Over the last 9 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 01/04/17 – 31/03/18

Telephone Interpreters

During 2017/2018, 1,256 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	No. of Calls 2017-18
Polish	53	32	63	167	132	127	162
Mandarin	61	30	41	28	49	65	89
Lithuanian	12	25	27	35	28	34	26
Russian	11	14	19	49	47	51	53
Arabic	26	12	25	39	56	85	123
Kurdish / Sorani	8	11	22	14	51	128	209
Urdu	4	10	5	17	22	19	11
Farsi	7	9	11	46	63	82	110
Slovak	25	9	17	30	28	20	18
Vietnamese	9	9	17	6	11	9	16
Cantonese	28	8	12	15	17	27	28
Czech			17	20	19	6	14
Hungarian			16	6	5	6	39
Spanish			14	82	22	14	15
French				28	15	18	24
Albanian				16	17	11	30
Amharic					35	10	12
Romanian					25	59	100
Latvian					22	7	24
Bengali					20	8	7
Portuguese					15	10	30
Tigrinya					15	8	13
Turkish					13	15	6
Punjabi					12	19	42
Tamil						20	4
Italian						12	12
Lingala						9	4

Face-to-Face Interpreters

During 2017/2018, 918 face to face language interpreters attended hospital appointments / procedures. 393 face to face language interpreters attended hospital appointments / procedures during 2016/17.

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	No. of Requests 2017-18
Polish	0	37	36	64	66	48	83
Cantonese	14	32	22	17	35	18	31
Russian	15	25	9	8	12	11	30
Mandarin	11	20	24	33	42	13	54
Urdu	11	18	5	11	21	8	21
Slovakian	7	16	10	23	11	8	11
Czech	9	10	8	10	3	1	6
Lithuanian	6	10	11	26	16	14	14
Latvian	4	10	8	7	16	7	44
Punjabi	7	10	4	5	12	8	38
Gujarati	6	10	5	0	4	2	0
Farsi	8	9	16	21	18	11	55
Albanian	9	0	0	4	12	0	8
Thai	5	3	0	0	0	0	0
Arabic	3	9	16	24	40	11	28
French	3	2	7	4	9	0	6
Kurdish Sorani	3	5	5	2	11	6	51
Spanish					12	5	9
Portuguese					11	4	13
Tamil						17	8
Hungarian							32
Romanian							26
Vietnamese							10

Summary of Translation of Patient Information

Translation Formats	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Other Languages	6	7	8	7	11	13	10	17
	Slovak Polish Lithuanian Portuguese	Hungarian Gujarati 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	Italian Lithuanian Farsi Polish Latvian Arabic Kurdi Dutch French
Other Formats Large Print / Braille / Audio	3	5	14	25	26	19	13	18
TOTAL	9	12	22	32	37	32	23	35

18 translation requests in other formats were recorded during 2017/18 - 11 braille; 6 large print; 1 audio.

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.

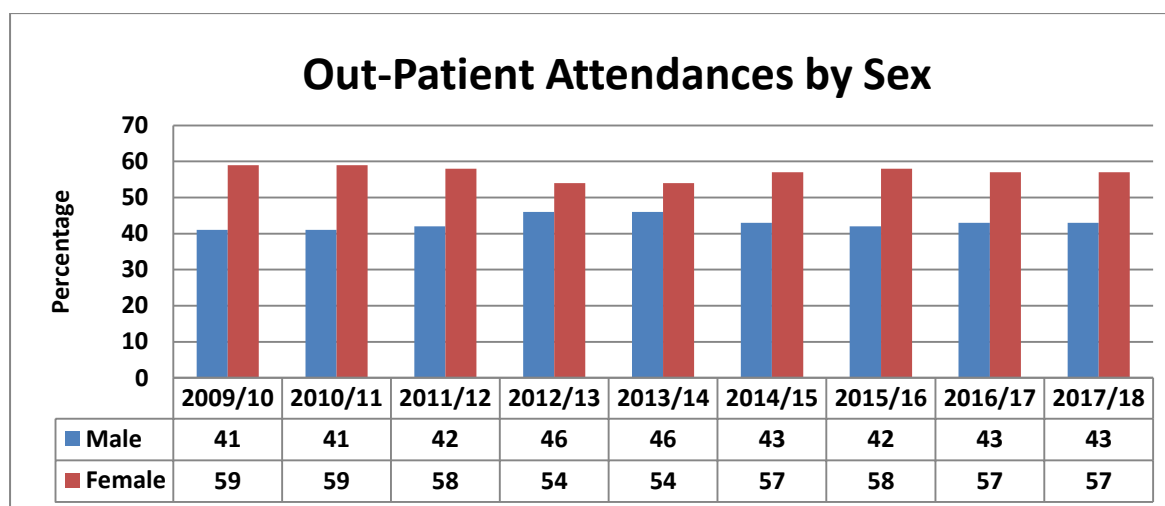
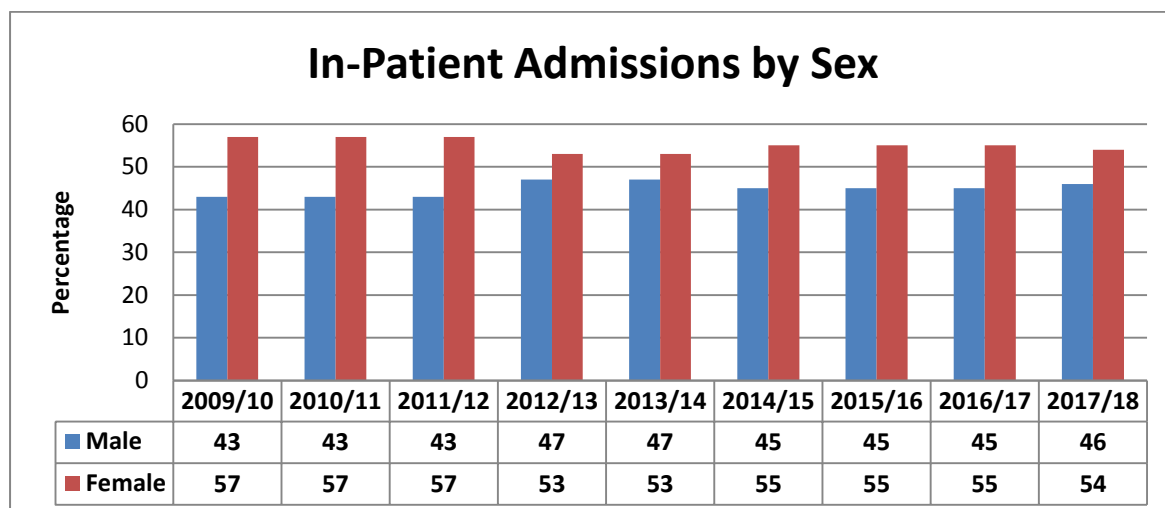
<i>Local Authority</i>	<i>% White British</i>	<i>% Mixed</i>	<i>% Asian or Asian British</i>	<i>% Black or Black British</i>	<i>% Chinese</i>
Bolton	84.42	1.43	9.58	1.24	0.53
Bury	87.19	1.64	5.09	1.20	0.44
Manchester	69.93	3.27	11.20	4.84	1.76
Oldham	80.48	1.60	13.57	1.23	0.32
Rochdale	82.80	1.42	10.94	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

SEX:

Summary of In-Patient and Out-Patient Activity 01/04/17 – 31/03/18



Census 2011

Female	50.3%	Male	49.7%
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- 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 Sex and Age during 01/04/17 – 31/03/18

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
2017/18	792	789	1,581

Age Groups	2013/14	2014/15	2015/16	2016/17	2017/18
0	17	11	14	14	11
1-4	2	2	3	5	5
5-17	2	3	3	5	3
18-30	9	8	7	3	5
31-49	54	57	50	45	50
50-64	146	152	120	149	163
65-79	501	483	514	510	539
80-94	567	628	585	746	715
95+	38	40	47	64	62
TOTAL	1336	1384	1343	1541	1581

Summary of In-Patient and Out-Patient Activity 01/04/17 – 31/03/18

Age Group	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Under 18	10%	9%	9%	9%	9%	9%	8%	8%	9%
18 – 30	14%	14%	13%	9%	8%	12%	12%	11%	15%
31 – 64	42%	42%	41%	41%	41%	40%	41%	41%	41%
65+	35%	35%	37%	41%	42%	39%	39%	40%	35%
TOTAL	492,353	516,153	521,243	491,820	520,612	577,632	586,633	584,225	565,435

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:

2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
6416	6733	6549	3921	3468	3353	3347	3413

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 01/04/17 – 31/03/18

Religion	2014/15	%	2015/16	%	2016/17	%	2017/18	%
Agnostic	205	0.0	126	0.0	139	0.0	195	0.0
Atheist	710	0.1	689	0.1	642	0.1	780	0.2
Buddhist	440	0.1	407	0.1	463	0.1	463	0.1
Christian	368169	74.1	368710	73.0	355615	71.0	337587	70.4
Christadelphian	92	0.0	90	0.0	81	0.0	47	0.0
Hindu	878	0.2	879	0.2	818	0.2	753	0.2
Islamic	633	0.1	593	0.1	579	0.1	549	0.1
Jewish	178	0.0	196	0.0	246	0.0	266	0.1
Mormon	196	0.0	246	0.0	222	0.0	210	0.0
Muslim	2151	0.4	2139	0.4	2284	0.5	2455	0.5
None	46497	9.4	48003	9.5	46575	9.3	47751	10.0
Other	110	0.0	189	0.0	160	0.0	119	0.0
Society of friends	12	0.0	12	0.0	12	0.0	14	0.0
Rastafarian	25	0.0	7	0.0	21	0.0	7	0.0
Sikh	38	0.0	40	0.0	64	0.0	86	0.0
Spiritualist	408	0.1	360	0.1	328	0.1	271	0.1
Unitarian	336	0.1	286	0.6	357	0.1	291	0.1
Undisclosed / Unknown / Null	75861	15.3	81984	16.2	87582	17.4	87558	18.3
TOTAL	496939		505378		503261		479402	

Religion / Belief	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Highest Admitted Group	48%	47%	47%	47%	46%	46%	44%	44%
	Church of England	Church of England	Church of England	Church of England	Church of England	Church of England	Church of England	Church of England
Lowest Admitted Group	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	1 Assemblies of God 1 Plymouth Bretheren

In terms of religion / belief, access to hospital services during 2017/18 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, 70% of all out-patients were of Christian belief. This data is affected by the high proportion of religion not known / undisclosed (18% - 87,558 patients).

COMPLAINTS:

Summary of Patient Complaints 01/04/17 – 31/03/18

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

Complaints by Age and Sex 01/04/17 – 31/03/18:

Complaints by Age	Female	% of Complaints	Male	% of Complaints	% of Inpatient & Day case Activity
18 and under	17	5.9	26	14.9	0.0
19-29	27	9.4	11	6.3	0.0
30-39	34	11.8	9	5.1	0.0
40-49	31	10.8	13	7.4	0.0
50-59	41	14.2	26	14.9	0.1
60-69	36	12.5	32	18.3	0.1
70-79	48	16.7	31	17.7	0.1
80-89	41	14.2	19	10.9	0.1
90-99	12	4.2	6	3.4	0.0
Unknown	1	0.3	2	1.1	0.0
Totals	288		175		
% of Inpatient & Day case Activity	0.3		0.2		

	18 and under	19-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	Not Recorded	Total	% of Complaints	% of IP & DC Activity
White British	42	34	39	38	61	65	77	60	18	0	434	93.8%	0.5%
White - Irish	0	3	0	0	0	0	0	0	0	0	3	0.6%	0.0%
White - other white	0	0	2	0	3	0	0	0	0	0	5	1.0%	0.0%
Mixed white and black Carribean	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Mixed white and black African	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other mixed	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Indian	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Pakistani	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other Asian	0	0	1	0	0	0	0	0	0	0	0	0	0.0%
Black African	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
Other Black	0	1	0	1	0	1	0	0	0	0	3	0.6%	0.0%
Chinese	0	0	0	0	0	0	0	0	0	0	0	0	0.0%
other ethnic category	0	0	0	4	0	0	0	0	0	0	4	0.8%	0.0%
Not stated	1	0	1	1	3	2	2	0	0	3	13	2.8%	0.0%
Total	43	38	43	44	67	68	79	60	18	3	463		

Complaints by Ethnicity and Age 01/04/17 – 31/03/18:

Summary of Top 5 Complaint Subjects Recorded by Ethnicity and Age

01/04/17 – 31/03/18:

Complaint Subject	No. of Complaints	Highest Recorded Age Groups	Ethnicity Recorded	Gender Recorded
Clinical treatment	178	Aged 60-69 (22 Patients) Aged 70-79 (33 Patients) Aged 50-59 (33 Patients) Aged 18 and under (21 Patients)	British White (168 Patients) Not Stated (5 Patients) Other Black (1 Patient) White Irish (2 Patient) Other White (2 Patients)	Female (107) Male (71)
Admissions and Discharges	52	Aged 70-79 (12 Patients) Aged 50-59 (11 Patients) Aged 80-89 (17 Patients)	British White (51 Patients) Other White (1 Patient)	Female (28) Male (24)
Communications	59	Aged 50 – 59 (8 Patients) Aged 80 – 89 (8 Patients) Aged 30 – 39 (8 Patients) Aged 60 – 69 (12 Patients)	British White (55 Patients) Not Stated (1 Patient) White Irish (1 Patient) Other Asian (1 Patient) Other Ethnic (1 Patient)	Female (42) Male (17)
Value and Behaviour	44	Aged 40-49 (10 Patients) Aged 30-39 (6 Patients) Aged 50-59 (7 Patients) 18 and under (10 Patients)	British White (42 Patients) Other White (1 Patient) Other Black (1 Patient)	Female (29) Male (15)
Patient Care	31	Aged 70-79 (7 Patients) Aged 60 – 69 (7 Patients) Aged 80-89 (6 Patients)	British White (29 Patients) Not Stated (1 Patient) Other Ethnic (1 Patient)	Female (17) Male (14)

Complaint Subjects Recorded by Sex:

01/04/17 – 31/03/18

Complaint Subject	Male	Female	Total	%
Access to Treatment or Drugs	0	3	3	0.6
Admissions and Discharges	24	28	52	11.2
Appointments	12	19	31	6.7
Clinical treatment	71	107	178	38.4
Commissioning	0	1	1	0.2
Consent	0	1	1	0.2
Communications	17	42	59	12.7
End of Life	2	3	5	1.1
Facilities	4	5	9	1.9
Other	2	0	2	0.4
Patient Care	14	17	31	6.7
Prescribing	1	8	9	1.9
Privacy dignity and wellbeing	2	3	5	1.1
Staff numbers	0	1	1	0.2
Transport	0	0	0	0.0
Trust admin/policies/procedures including patient record management	3	7	10	2.2
Value and behaviour	15	29	44	9.5
Waiting times	8	14	22	4.8
Total	175	288	463	

Complaint Subjects Recorded by Age: 01/04/17 – 31/03/18

Complaint Subject	18 and under	19-29	30-39	40-49	50-59	60-69	70-79	80-89	90+	Not Recorded	Total
Access to Treatment or Drugs	0	1	1	1	0	0	0	0	0	0	3
Admissions and Discharges	0	1	0	2	10	3	12	17	7	0	52
Appointments	3	4	2	4	3	6	6	2	1	0	31
Clinical treatment	21	18	16	13	33	22	33	20	2	0	178
Commissioning	1	0	0	0	0	0	0	0	0	0	1
Consent	0	0	0	0	0	0	1	0	0	0	1
Communications	1	3	8	7	8	12	9	8	3	0	59
End of Life	0	0	0	0	0	0	2	3	0	0	5
Facilities	0	0	0	0	2	2	2	1	0	2	9
Other	0	0	0	0	0	0	0	0	2	0	2
Patient Care	1	1	3	3	1	7	7	6	2	0	31
Prescribing	1	1	1	0	1	2	0	0	1	0	9
Privacy dignity and wellbeing	0	1	0	0	1	2	0	1	0	0	5
Staff numbers	0	0	0	1	0	0	0	0	0	0	1
Transport	0	0	0	0	0	0	0	0	0	0	0
Trust admin / policies / procedures including patient record mgt	4	1	2	1		2	0	0	0	0	10
Value and behaviour	10	4	6	10	7	3	3	1	0	0	44
Waiting times	1	3	4	2	1	7	2	1	0	1	22
Total	43	38	43	44	67	68	79	60	18	3	463

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	2	0	0	0	0	0	0	0	0	0	0	0	1
Admissions and Discharges	51	0	1	0	0	0	0	0	0	0	0	0	0
Appointments	29	0	1	0	0	0	0	0	0	0	0	0	1
Clinical treatment	168	2	2	0	0	0	0	0	0	1	0	0	5
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	55	1	0	0	0	0	0	1	0	0	0	1	1
End of Life	5	0	0	0	0	0	0	0	0	0	0	0	0
Facilities	6	0	0	0	0	0	0	0	0	0	0	0	3
Other	2	0	0	0	0	0	0	0	0	0	0	0	0
Patient Care	29	0	0	0	0	0	0	0	0	0	0	1	1
Prescribing	9	0	0	0	0	0	0	0	0	0	0	0	0
Privacy dignity and wellbeing	4		0	0	0	0	0	0	0	1	0	0	0
Staff numbers	1	0	0	0	0	0	0	0	0	0	0	0	0
Transport	0	0	0	0	0	0	0	0	0	0	0	0	0
Trust admin/policies/procedures including patient record management	9	0	0	0	0	0	0	0	0	0	0	1	0
Value and behaviour	42	0	1	0	0	0	0	0	0	1	0	0	0
Waiting times	20	0	0	0	0	0	0	0	0	0	0	1	1
Total	434	3	5	0	0	0	0	1	0	3	0	4	13

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

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 16% (9,300) of children live in low income families.
- Life expectancy for both men and women is lower than the England average. Life expectancy is 12.0 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://psnc.org.uk/greater-manchester-lpc/wp-content/uploads/sites/118/2018/07/Wigan-1.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.

Sex

- 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