

Have your say on Equality
in the NHS

Inclusion and Diversity
Questionnaire report
January 2015

Introduction

Patients of black and minority ethnic origin were asked to participate in a patient experience survey to ascertain their views about being an in-patient at the Royal Albert Edward Infirmary, Wrightington Hospital, Leigh Infirmary.

In line with the Public Sector Equality Duty, all Public Authorities have a duty to show that they have given due regard to all equality groups. Through engagement and the collection of equality data, organisations are able to equality monitor services and practices to ensure that no discrimination is taking place and that all groups are receiving the same level of service irrespective of their background.

This patient survey is part of an action plan to engage with all equality groups.

Method

Surveys were posted out to a random selection of patients from black or minority ethnicity origins who were in-patients during April to June 2014. Completed surveys were returned to the Patient and Public Engagement office via a replied paid free post envelope.

230 surveys were posted out and 51 completed surveys were returned giving us a response rate of 22%.

Acknowledgments

Wrightington, Wigan and Leigh NHS Foundation Trust would like to thank all the patients who chose to take part in the survey, the I&D Project Lead (Services) for distributing the surveys and to the Engagement Department for producing this report and analysing the data received.

Results

The results on the following pages show the responses given to the survey.



54% of our patients said that they thought it was **easy** to access the hospital services.

42% of our patients said that they thought it was **very easy** to access the hospital services.

2% of our patients said that they thought it was **difficult** to access the hospital services.

2% of our patients said that they thought it was **very difficult** to access the hospital services.

COMMENTS

“Phones don't get answered. Very difficult to get an appointment”.

“Found parking car difficult”.



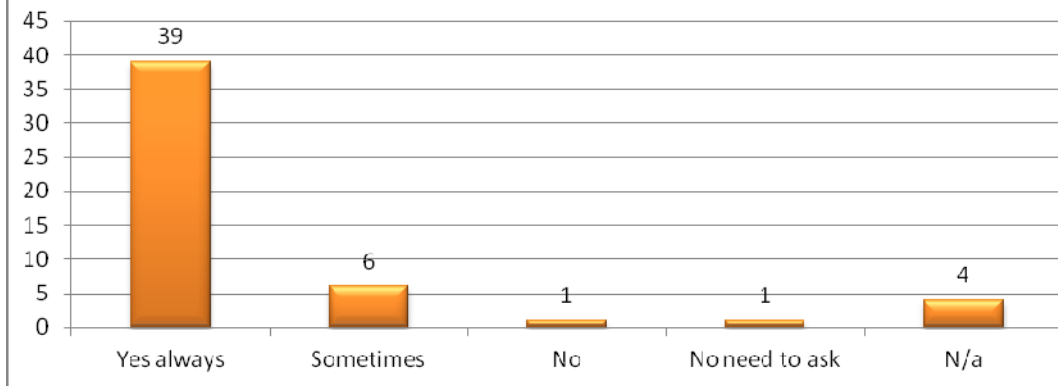
83% of our patients said that when they had important questions to ask staff they **always** got answers that they could understand.

17% of our patients said that when they had important questions to ask staff they **sometimes** got answers that they could understand.

COMMENTS

No comments given.

Q2b When you had important questions to ask the doctor, did you get answers that you could understand?



83% of patients said when they had important questions to ask the doctor they **always** got answers that they could understand.

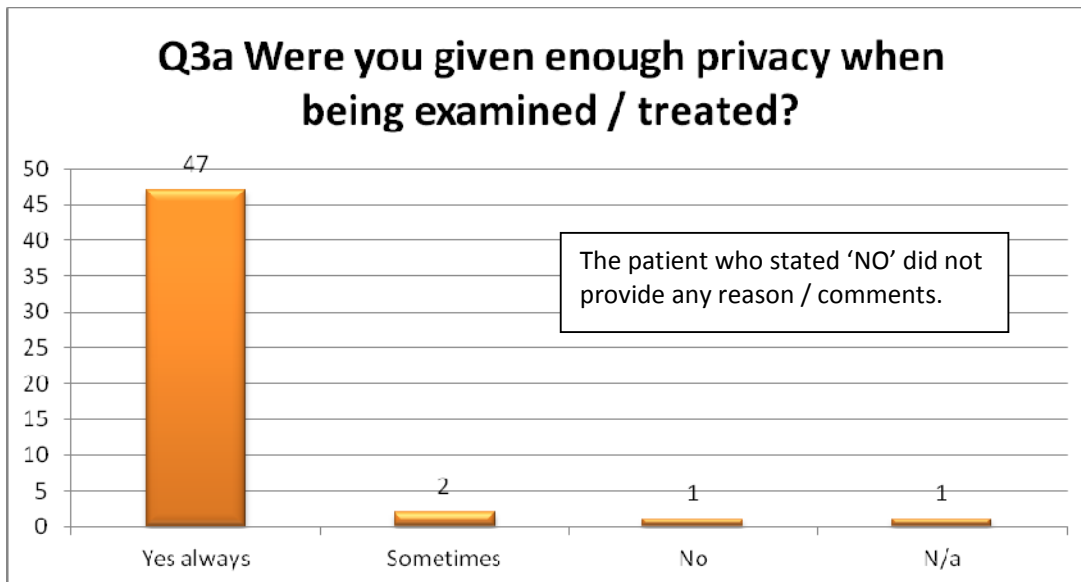
13% of patients said when they had important questions to ask the doctor they **sometimes** got answers that they could understand.

2% of patients said when they had important questions to ask the doctor they **did not** get answers they could understand.

2% of patients said they **never had important questions** to ask the doctor.

COMMENTS

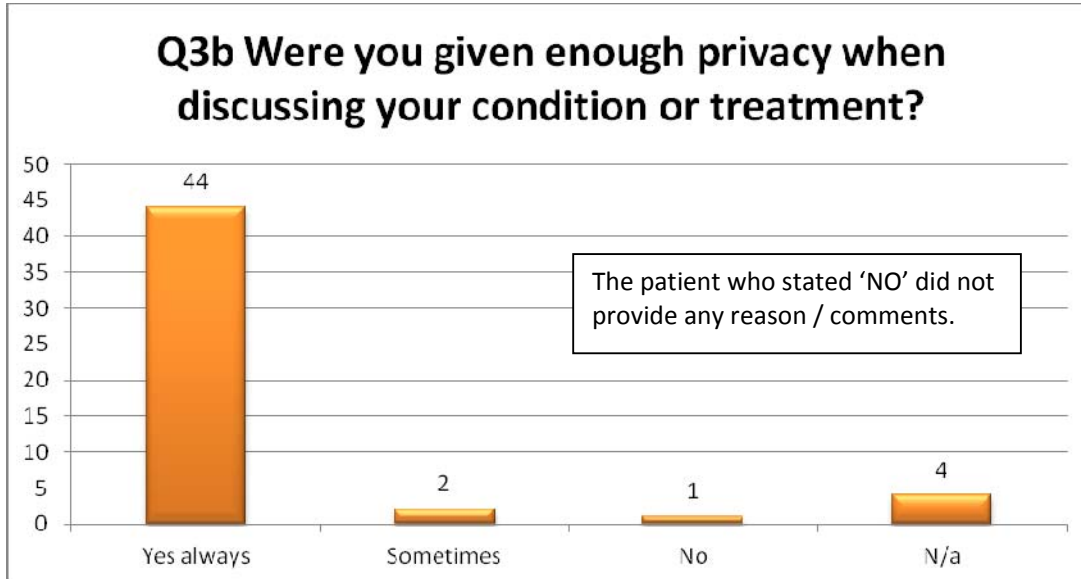
No comments given.



94% of patients said that they were **always** given enough privacy when being examined.

4% of patients said that they were **sometimes** given enough privacy when being examined.

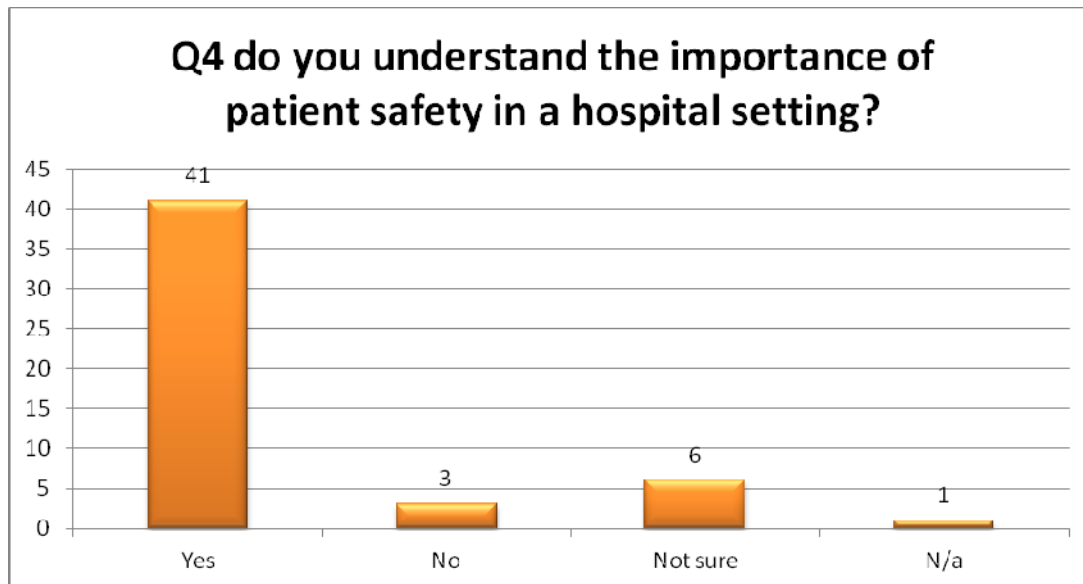
2% of patients said that they were **not given** enough privacy when being examined. **No reasons for this answer were specified.**



94% of patients said that they were **always** given enough privacy when discussing their treatment.

4% of patients said that they were **sometimes** given enough privacy when discussing their treatment.

2% of patients said that they were **not** given enough privacy when discussing their treatment. – **No reasons for this answer were specified.**



82% of patients said that they **did** understand the importance of patient safety in a hospital setting.

12% of patients said that they were **not sure** that they understood importance of patient safety in a hospital setting.

6% said that they **did not** understand the importance of patient safety in a hospital setting.

COMMENTS

“Not informed of any safety procedures”.

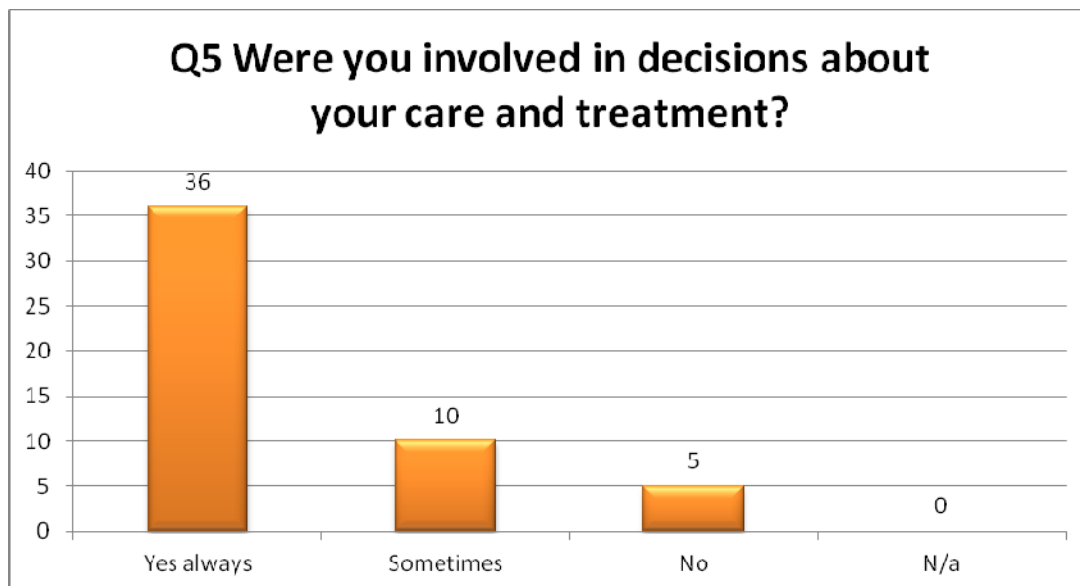
“Not seen enough literature or briefings.

Some of the doors are very narrow for wheel chairs access to doctor’s room.

Double doors are locked and not easy to get the wheel chairs in”.

“I’m polish and can’t speak in English always got Polish translator”.

All the Trust’s estates schemes are designed and constructed in accordance with Disability Legislation and the Building Regulations Part M standards. In addition, wherever possible, designers consult with the Trust’s Inclusion and Diversity Leads within the trust which often encompasses patient groups and forums.



70% of patients said that they were **always** involved in decisions about their care and treatment.

20% of patients said that they were **sometimes** involved in decisions about their care and treatment.

10% of patients said that they were **not** involved in decisions about their care and treatment.

COMMENTS

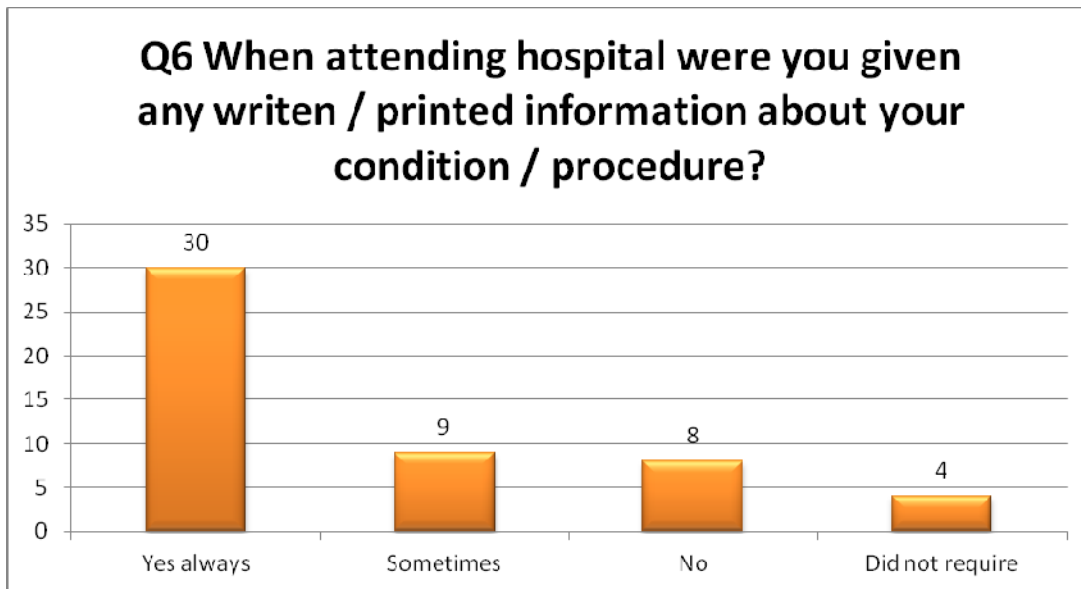
“Would not listen when I was in pain”.

“I felt my pain was a minor consideration and the fact that my quality of life is diminished not considered important”.

“Had stents fitted after heart attack. Not really any choice”.

“I had a discussion with my consultant we both agreed that I was not ill enough to take medication long term”.

“Decisions made beginning on my symptoms and investigations arranged to find the cause for my symptoms”.



64% of patients said that when attending hospital they were **always given** written / printed information about their condition / procedure.

19% of patients said that when attending hospital they were **sometimes given** written / printed information about their condition / procedure.

17% of patients said that when attending hospital they were **not given** written / printed information about their condition / procedure.

COMMENTS

"Only on discussion and advice and treatment".

"Apart from the appointment not seen any feedback".

"Because they didn't give me anything".

"No guidance re: driving after having received an infection in the hip".

"I got nothing from hospital my doctor at home printed for me all".

"I was offered information but I had already researched my issues".



49% of patients said that they **did not have a complaint** / concern.

35% of patients said that when they had a complaint / concern it was **always dealt with** to their satisfaction.

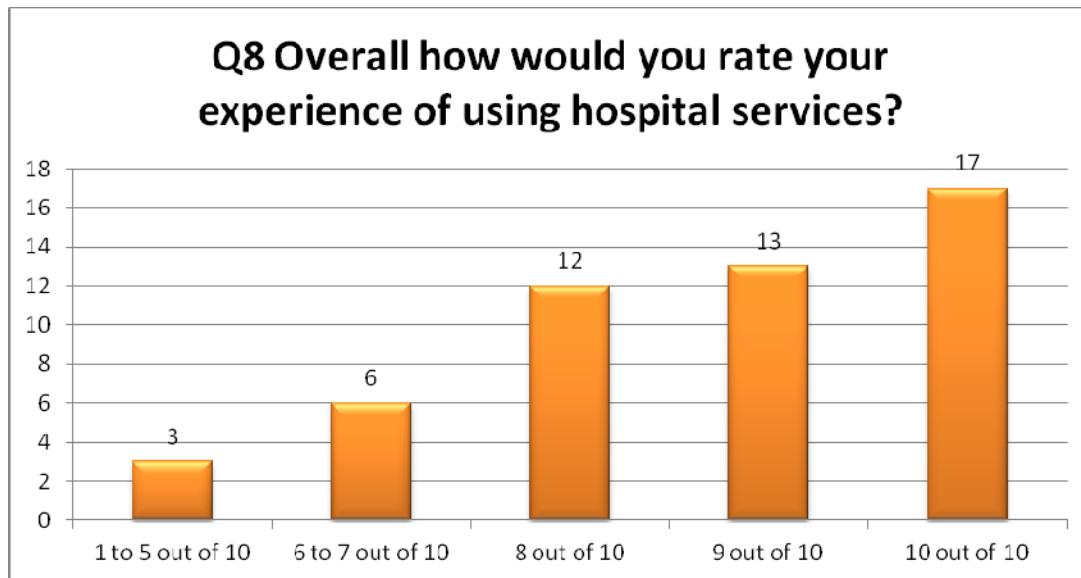
10% of patients said that when they had a complaint / concern it was **sometimes dealt with** to their satisfaction.

6% of patients said that when they had a complaint / concern **it was not dealt with** to their satisfaction.

COMMENTS

"For 3 days told by nurses "just a minute".

Of the **6% (3 patients)** who stated that their complaint was not dealt with to their satisfaction, All stated that they were treated fairly at all times and did not feel that they were treated unfairly because of their gender, age, ethnicity, religion, disability, sexual orientation.



33% of our patients gave us a score of **10/10**

25% of our patients gave us a score of **9/10**

24% of our patients gave us a score of **8/10**

12% of our patients gave us a score between **6 and 7**

6% of our patients gave us a score between **1 and 5**

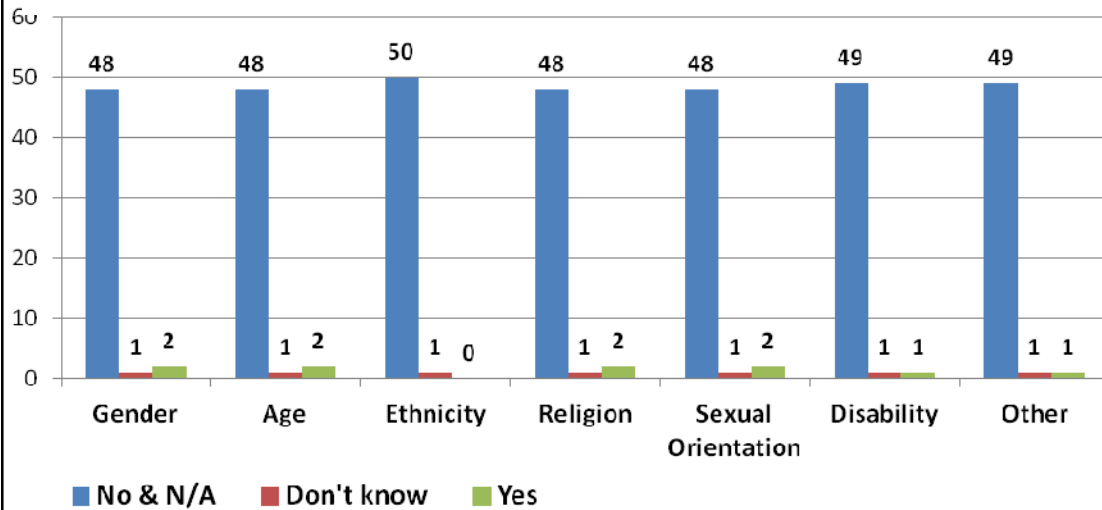
COMMENTS

“Doctors and nurses need to listen to their patients. Discharged with fluid on lungs, called GP next day refused to go back in to hospital”.

“Upon visiting A&E my blood tests were mixed up with the lady in the next cubicle & had to be taken again”.

“Nurse team really good, doctor team not the best”.

Q9 During your visit to hospital did you feel that you were treated unfairly due to your gender; age; ethnicity; religion; disability; sexual orientation; or other reason?



Of the 2 patients who stated 'yes' to gender; age; religion; and sexual orientation and the 1 patient who stated 'yes' to disability and other reason, on reviewing their answers / feedback, it is apparent that this question was answered incorrectly.

COMMENT

"I was treated fairly at all times".

"All was ok, only one problem I am Hungarian and have lot of allergy. I am problematic patient, they can do every dayroutine. The hospital sent me to Liverpool and I got better treat without problem".

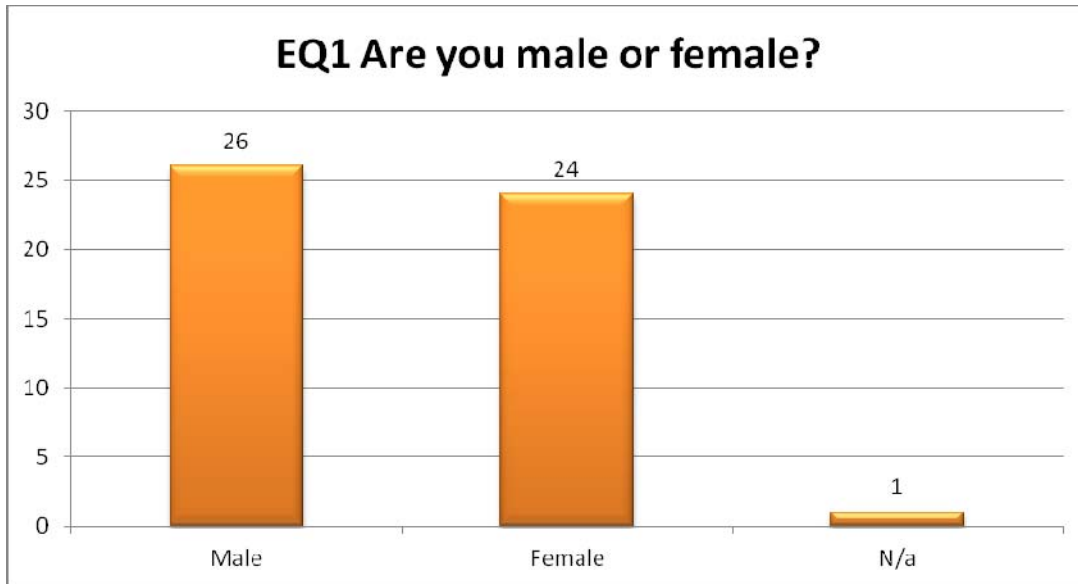
OTHER COMMENTS

"My only comment is the waiting time I had mouth ulcers. It's nearly two years back and forth and I am still waiting now".

"Thank you very much for the magic experience I had at Wrightington Hospital".

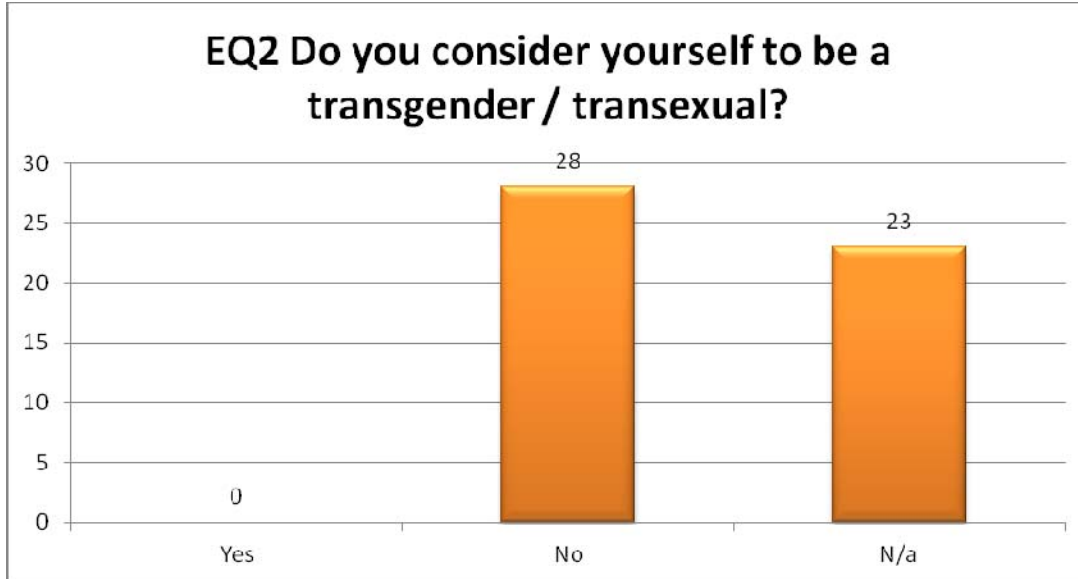
"My notes got mixed up with another patient. Then I was 'overlooked' for a follow up appointment. I felt less than a number - awful experience. How can you trust a hospital/consultant which does blame the 'recording system' instead of admitting having made a mistake! How arrogant. It is initially impossible to get an appointment when promised. It's always 2 - 3 months after the due date and long queues to get calls answered".

Equality Monitoring Data Analysis



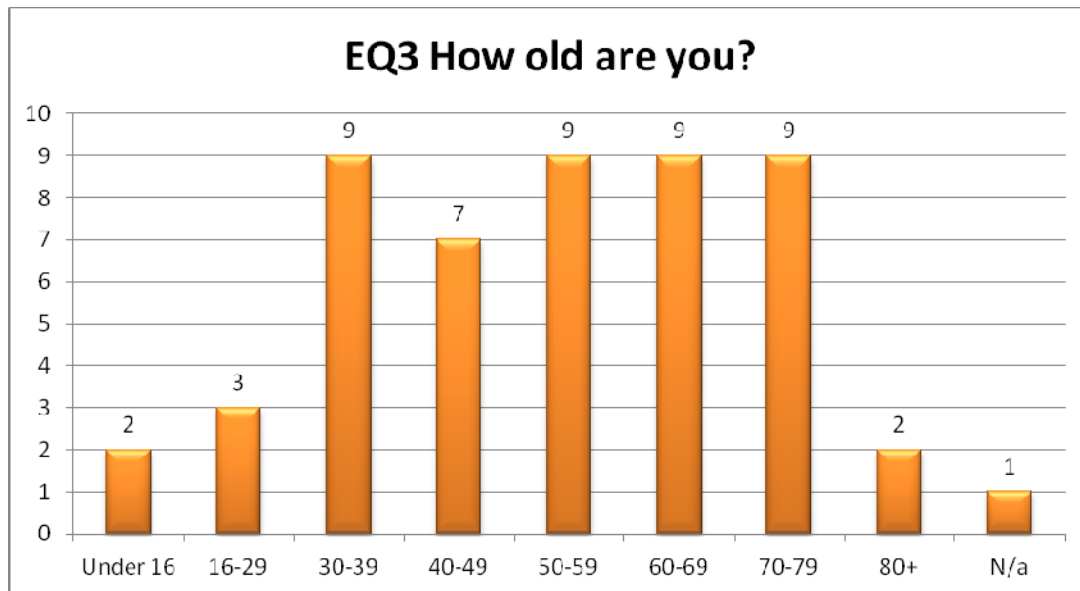
52% of patients were **female**

48% of patients were **male**

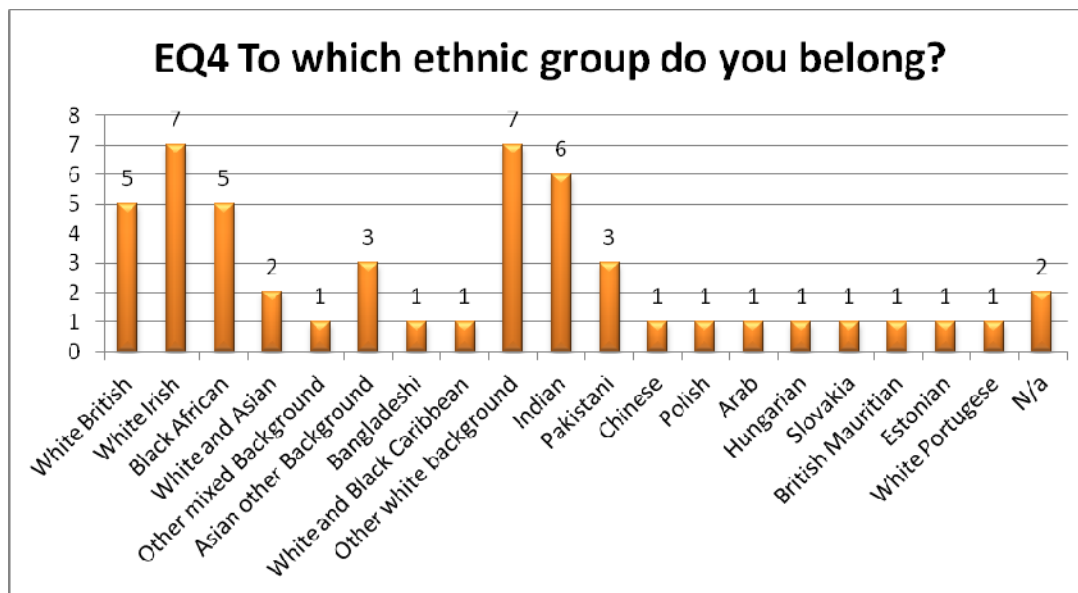


55% of patients said that they **did not consider** themselves to be transgender / transsexual.

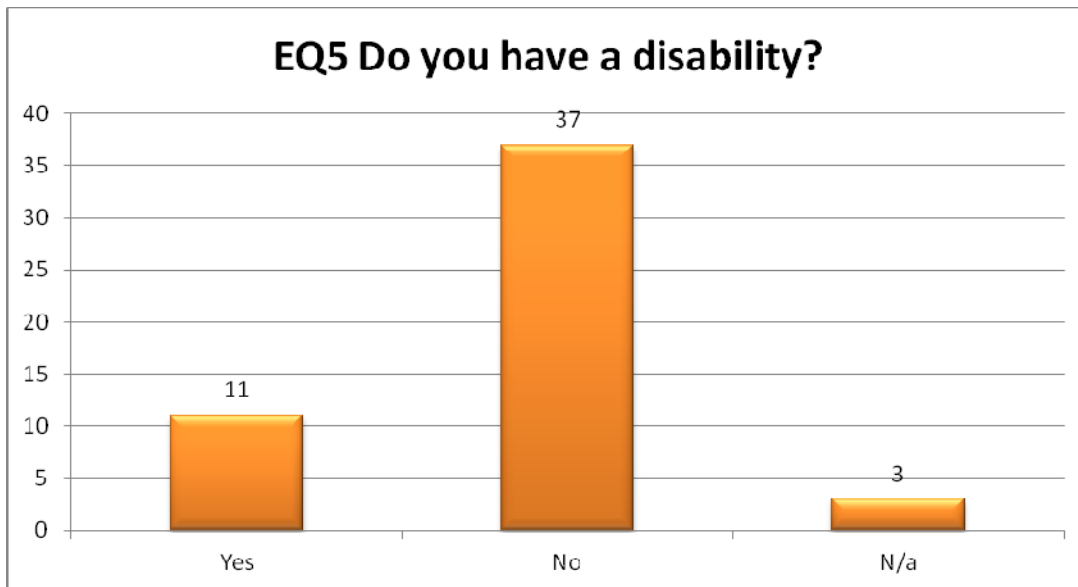
45% did not answer the question.



4% of patients were under 16 years
6% of patients were aged between 16-29 years
18% of patients were between 30-39 years
14% of patients were aged between 40-49 years
18% of patients were aged between 50-59 years
18% of patients were aged between 60-69 years
18% of patients were aged between 70-79 years
4% of patients were aged 80+

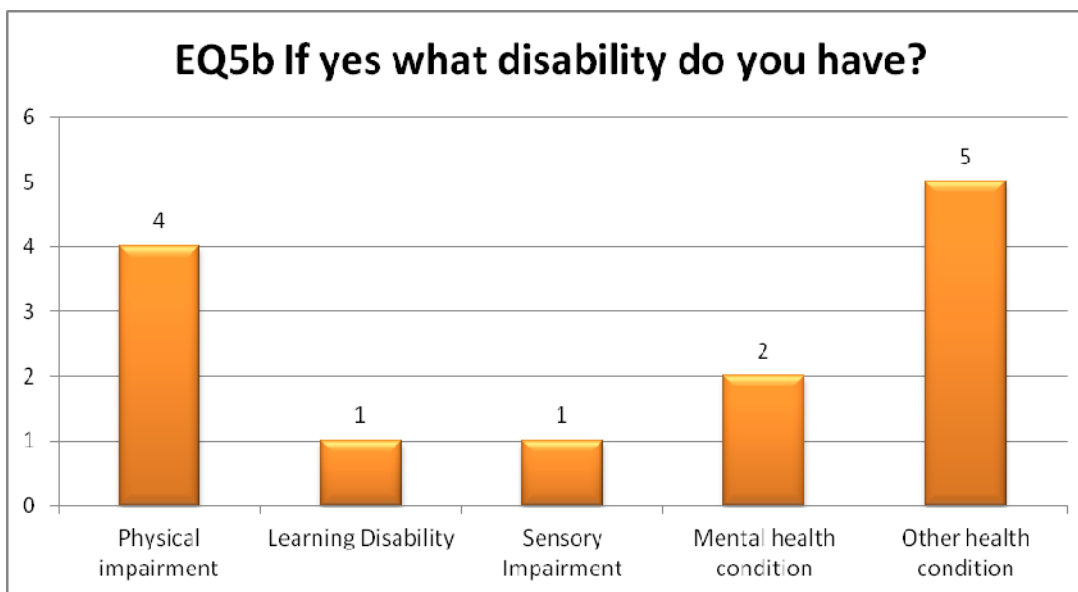


10% of patients were **white British**
14% of patients were **White Irish**
10% of patients were **black African**
4% of patients were **White and Asian**
2% of patients were **other mixed background**
6% of patients were **other Asian background**
2% of patients were **Bangladeshi**
2% of patients were **White and Black Caribbean**
14% of patients were **other white background**
12% of patients were **Indian**
6% of patients were **Pakistani**
2% of patients were **Chinese**
2% of patients were **Polish**
2% of patients were **Arab**
2% of patients were **Hungarian**
2% of patients were **Slovakian**
2% of patients were **British Mauritian**
2% of patients were **Estonian**
2% of patients were **white Portuguese**



77% of patients said that they **did not** have a disability.

23% of patients said that they **did consider** themselves to have a disability.



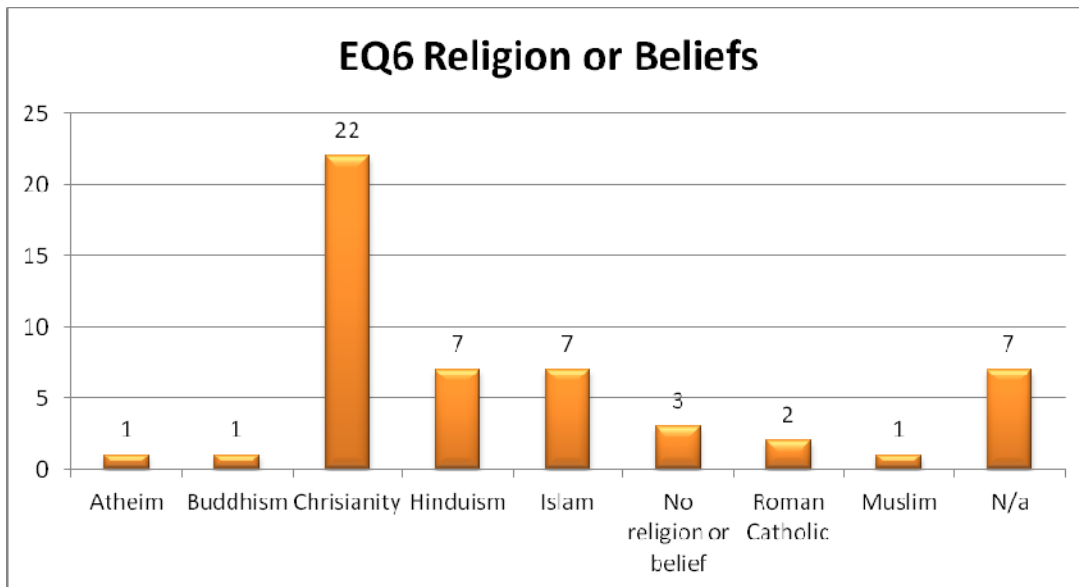
38% of patients who had a disability said that they had **another health condition**.

31% of patients who had a disability said that they had a **physical impairment**.

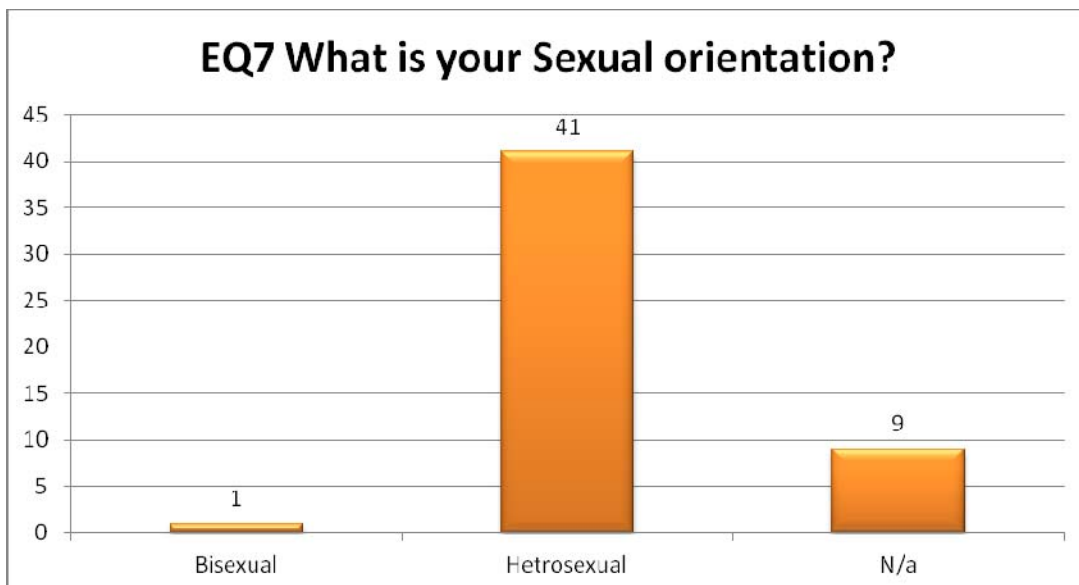
15% of patients who had a disability said that they had a **mental health condition**.

8% of patients who had a disability said that they had **learning disability**.

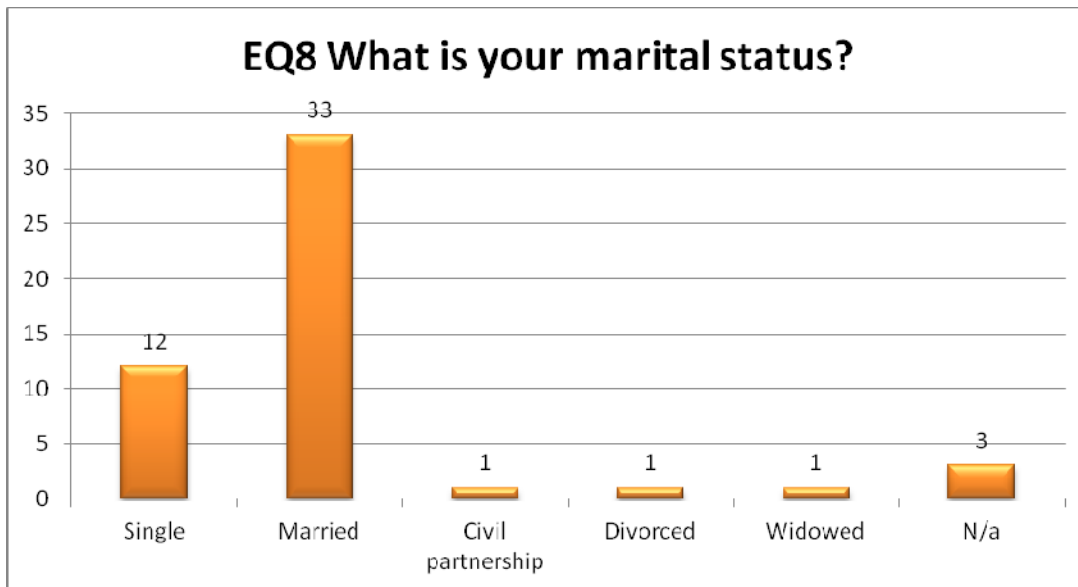
8% of patients who had a disability said that they had a **sensory impairment**.



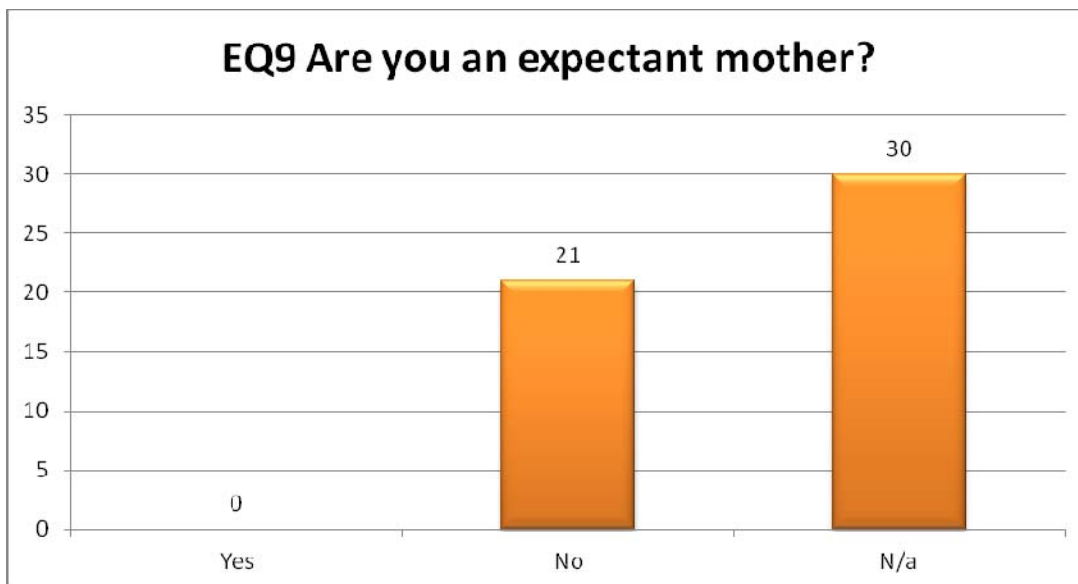
50% of patients said that their religion / belief is **Christianity**
16% of patients said that their religion / belief is **Hinduism**
16% of patients said that their religion / belief is **Islam**
7% of patients said that they had **no religion or beliefs**
5% of patients said that their religion / belief is **Roman Catholic**
2% of patients said that their religion / belief is **Atheism**
2% of patients said that their religion / belief is **Buddhism**
2% of patients said that their religion / belief is **Muslim**



98% of patients said that they are **Heterosexual**
2% of patients said they were **bisexual**



69% of patients said that they were **married**
25% of patients said that they were **single**
2% of patients said that they were in a **civil partnership**
2% of patients said that they were **divorced**
2% of patients said that they were **widowed**



59% of patients said that the question was **not applicable**
41% of patients were **not** an expectant mother



78% of patients said that they were **not** currently providing support to a partner, child, relative, friend or neighbour who could not manage without them.

22% of patients said that they **were** currently providing support to a partner, child, relative, friend or neighbour who could not manage without them.

CONCLUSION

Of the 51 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends/ concerns in relation to equality related issues.

An overall positive response was received in relation to the survey questions asked:

Of the 51 patients who participated within this survey:

- **54% of patients stated that it was 'very easy' to access the hospitals services and 42% stated that it was 'easy' to access the hospital services.**

Of the 4% (2 patients) who stated that they thought it was 'very difficult' / 'difficult' to access hospital services, reasons for access issues were themed as follows:

- Car parking Issues
- Difficulty obtaining an appointment / Contacting Appointment Team

On equality data analysis, no significant trends in equality data were noted in relation to the reasons given above.

- **83% of patients said that when they had important questions to ask the nurse they 'always' got answers that they could understand. 17% stated 'sometimes'.**
- **83% of patients said that when they had important questions to ask the doctor they 'always' got answers that they could understand. 13% stated 'sometimes'.**

Of the 2 patients who said they did not get the answers that they could understand, no comments were stated.

On equality data analysis, no significant trends in equality data were noted in relation to the reasons given above.

- **94% of patients stated that they were 'always' given enough privacy when being examined.** Only 1 patient stated no to this question. No comments were given.
- **94% of patients said that they were 'always' given enough privacy when discussing their treatment.** Only 1 patient stated no to this question. No comments were given.
- **82% of patients said that they did understand the importance of patient safety in a hospital setting.** 6 patients were unsure (12%) and only 3 patients replied no.
- **70% of patients said that they were 'always' involved in decisions about their care and treatment.** 5 patients stated no, they were not. The comments stated were not in relation to an equality issue. Comments included poor pain management / treatment was required to treat their condition.
- **64% of patients said that they were 'always' given written information about their condition / procedure. 19% stated 'sometimes'.** 8 patients stated that they were not given written / printed information. The comments stated were not in relation to an equality issue.
- **49% of patients stated that they had not made a complaint. Of the 6% (3 patients) who stated that when they had a complaint / concern it was not dealt with to their satisfaction, reasons for this were related to an administration issue, staff attitudes and not responding to pain control.** Of these 3 patients no trends in equality data were noted in relation to the reasons stated.
- **82% of patients scored our hospital services between 8-10 marks out of 10. Only 3 patients scored our hospital services between 1-5 marks out of 10.** (these were the same 3 patients who felt that their complaint/concern was not dealt with to their satisfaction).
- **94-98% said that they were not unfairly treated due to a protected characteristic that they had.**

Of the 2 patients who stated 'yes' to gender; age; religion; and sexual orientation and the 1 patient who stated 'yes' to disability and other reason, on reviewing their answers / feedback, it is apparent that this question was answered incorrectly.

98% of patients said that they were treated fairly at all times. 1 Patient said no they were not treated fairly at all times – no reason was given for this.

Equality Monitoring Data Analysis

Of the 51 patients who participated within this survey and completed the equality monitoring data form, analysis showed:

- 52% of patients were female / 48% of patients were male
- 49% were aged 30 – 59 years. 41% were aged 60 years and over. 10% were aged under 30 years.

Data shows that the highest percentage of service users who accessed both in-patient and out-patient services during the last 5 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. Statistics from the 2011 Census, revealed that the percentage of the population aged 65 and over was the highest seen in any census at 16.2%. 1 in 6 Wigan residents are now over the age of 65. The age of patients accessing hospital services therefore is bias towards the older population, reflecting greater healthcare needs of this age group.

- A wide range of black and minority ethnic backgrounds were recorded. The highest percentage being:
 - 14% OtherWhite Background
 - 14% White Irish
 - 12% Indian
 - 10% Black African
 - 10% White British (*Although this survey was circulated to patients of black and minority ethnicity - 5 patients identified themselves as White British*)

In terms of ethnicity access to hospital services during 2013/14 was overall reflective of the local population. 94.3% of the Trust's in-patients and out-patients were of British White ethnicity / 2.8% of Black or Minority Ethnic Origin / 2.9% of patient's ethnicity not known.

- 50% of patients stated that their religion was Christianity / 16% stated Hinduism and 16% stated Islam.
- 23% (11 patients) said that they considered themselves to have a disability. 38% of these patients stated that they had another health condition. 31% stated that they had a physical impairment, 15% stated that they had a mental health condition.
- 98% of patients were Heterosexual.1 Patient stated that they were bisexual.
- 69% of patients were married / 25% of patients were single / 1 patient was in a civil partnership.
- 22% of patients stated that they were currently providing support to a partner, child, relative, friend or neighbour who could not manage without them.

RECOMMENDATIONS

Of the 51 patients who participated within this survey and completed the equality monitoring data form, analysis showed that there were no specific trends/ concerns in relation to equality related issues.

This Inclusion and Diversity Questionnaire Report will be discussed as an agenda item at the next Inclusion & Diversity Operational Group Meeting (28th January 2015) and a summary report presented at the next Engagement Committee Meeting (March 2015). Survey results will be shared with the Trust's Inclusion and Diversity Champions.

All individual comments received in relation to access, information, treatment, privacy and dignity, safety, experience have been reviewed and the following recommendations proposed:

Equality in the NHS Survey 2015

ACTION LOG TEMPLATE

No specific trends / concerns in relation to equality related issues recorded

RED AREAS Of Concern	Action Required	Assigned to	Target Date
Poor pain control <i>(comments received from 2 patients)</i>	Being addressed as part of National In-patient Survey 2014 Action Plan. <ul style="list-style-type: none"> Shared decision making in the pain control assessment to be introduced. Looking at alternative pain control methods, such as relaxation, exercise and self-management. 	Divisional Matrons & Pain Specialist Nurses	01/06/15
Disability Awareness <i>(comment received from 1 patient)</i>	To further promote the Trust's disability awareness training film. To ensure this is included within the Mandatory Inclusion and Diversity E-Learning Training Module (which all staff have to complete on a 3 yearly basis).	Debbie Jones	31/03/15
Patient not given enough information <i>(comments received from 4 patients)</i>	Being addressed as part of National In-patient Survey 2014 Action Plan. <ul style="list-style-type: none"> Campaign "please ask me" to be introduced. Families to be involved in patients care from start of admission. 	Divisional Matrons	1/06/15
Raising awareness about patient information	Awareness campaign implemented to ensure all patients and staff are aware of the availability of patient information and provision of alternative formats: <ul style="list-style-type: none"> Intranet & Internet updated Promoted via electronic notice boards. Information Stand hosted across all sites (half day session). Staff Global E-mail 	Kerry Entwistle	31/03/15
	To continue to raise awareness about access to interpreter services and the translation of patient information into other formats. Awareness campaign implemented to ensure all staff are aware of the process for using a telephone & face-to-face interpreters and how to access translation services: <ul style="list-style-type: none"> Intranet & Internet updated Article in Focus Review of Departmental Handbook Podcast Trust Induction. 	Debbie Jones	31/03/15

