

Collecting Information About Ethnicity

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Collecting information about ethnicity

Ethnic monitoring is an important issue for the Trust. When you attend the hospital you may be asked to complete a patient registration form at the reception desk or you may have already received the form by post with your appointment details. Please bring this with you and hand it in to the receptionist. This form includes questions about your ethnic group.

Everyone belongs to a group so all our patients are being asked to describe their own ethnic group. This leaflet will answer some of your questions about why we are collecting ethnicity information.

We provide services to a diverse and multi-cultural community and are asking patients their ethnic groups so that we can better meet their cultural, religious and language needs.

We do understand however that there might be occasions when patients will not be able to give us ethnic origin information, for example, patients who due to illness are not able to understand or be understood and when a patient is unconscious. In this case, we would ask a carer or a relative for the information.

We also have to collect ethnic origin data for babies born at the Trust and the parent and / or guardian will be asked to inform us.

Why do we collect ethnic data?

- Understand the needs of patients from different groups and provide better and more appropriate services. We want everyone, no matter what their ethnic group, religion or culture, to be able to use our services easily.
- Identify patients at risk – some groups are more at risk of specific diseases. Ethnic group data can help staff ensure you access appropriate services. It will help us to understand your individual needs.
- Comply with the law [Race Relations (Amendment) Act 2000] which gives public authorities a duty to promote race equality. It is legislative requirement to monitor the ethnic group of ALL patients to identify who might be at a greater risk from conditions such as heart disease, diabetes, stroke, etc and to ensure that race discrimination is not taking place.

About ethnic group categories

We are asking you to state which ethnic group you feel you belong to, not to state your nationality. For example, many of our patients who have British nationality may be from different ethnic groups such as Irish, Caribbean or Bangladeshi.

It is important to us that you describe your own ethnic group – see list below.

List of ethnic groups

- Arab
- Asian or Asian British – Indian
- Asian or Asian British – Pakistani
- Asian or Asian British – Bangladeshi
- Asian or Asian British – any other Asian background
- Black or Black British – Caribbean
- Black or Black British – African
- Black or Black British – any other Black background
- Chinese
- Mixed – White and Black Caribbean
- Mixed – White and Black African
- Mixed – White and Asian
- Mixed – Any other mixed background
- White – British
- White – Irish
- White – any other White background
- Any other ethnic origin group

This list is designed to allow most people to identify themselves. However, if you feel the categories do not describe your ethnic origin, please let us know and we will enter 'any other group' together with details of how you would describe yourself.

Data Protection

The information you provide will be treated as part of your confidential medical record and will not be shared with any other person or organisation. The NHS has strict standards regarding data protection and your information will be carefully safeguarded.

Once we have told us your ethnic group, we do not need to ask you these questions again.

The information regarding ethnic origin will be released only in the form of total numbers and no individual can be identified from the statistics.

For more information

If you would like any more information regarding this leaflet or about Information Governance, please contact:

Information Governance Co-ordinator
Wrightington, Wigan and Leigh NHS Foundation Trust
Wrightington Hospital
Hall Lane
Appley Bridge
Wigan
WN6 9EP
Email: Lisa.C.Beck@wvl.nhs.uk

Research

Research is undertaken to add to the existing scientific knowledge on a particular subject. There are a number of staff within the Trust who conduct Research studies. It is possible that during the course of your treatment you may be asked to take part in a research study, however, you do have the right to refuse, and this will not affect the care that you receive.

Your NHS Number, Keep it Safe.

Every person registered with the NHS in England and Wales has their own unique NHS Number. It is made up of 10 digits for example 123 456 7890.



Everyone needs to use the NHS Number to identify you correctly. It is an important step towards improving the safety of your healthcare.

Always bring your NHS number with you to all hospital appointments or quote it if you need to telephone the hospital for any enquires. This will allow staff to check that they have the right patient details by checking this against your NHS number.

To improve safety always check your NHS Number on correspondence the NHS sends to you.

Ways of finding out your NHS Number

If you do not know your NHS number, contact your GP or local Primary Care Trust. You may be asked for proof of identity, for example a passport or other form of identity this is to protect your privacy.

Once you have obtained your NHS Number write it down and Keep it Safe

My NHS Number

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Data Protection

The Trust will endeavour to ensure that your information remains secure and confidential at all times. The Data Protection Act 1998 explains how personal information should be processed and this applies to all information whether held on paper or electronically on computer systems. We must ensure that all personal information is processed fairly, lawfully and as transparently as possible so you:

- Understand reasons for us processing your personal information
- Give your consent for the disclosure and use of information where necessary
- Gain trust in the way we handle your information
- Understand your rights regarding the right to request access about the information we hold about you.

The Caldicott Guardian, who is a senior health clinician, has the role to ensure we meet the highest standards for handling personal information at the Trust.

For further information regarding data protection, please read our leaflet called “Protecting Your Data - How we use your health records” or visit the Information Governance pages on the Trust website.

Patient Relations

The Patient Relations Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers. We will do our best to help you to resolve any concerns you may have about the care you received. We can also give you information on the services provided by the Trust.

If you have a concern or there is a problem, the best way to get it resolved is usually to tell someone there and then. On a ward, talk to the sister or charge nurse on duty. In a clinic, talk to the receptionist or one of the nursing staff. If you want to talk to a senior manager or to someone who has not been directly involved in your care and treatment, we can usually arrange this during office hours. You can also ask to speak to a member of the Patient Relations Department.

Staff in any ward or department will be able to contact a member of the team for you or you can telephone 01942 822376. The Patient Relations Department is open Monday to Friday between 9:00 am and 4:00 pm. Outside of these hours there is an answer-phone service.

If you wish to make a formal complaint you can telephone or write to:

The Patient Relations Manager
Wrightington Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN
Tel: 01942 823340

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.

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