

Patient Related Equality Information

This report should be read in conjunction with the Trust's Annual Workforce Report 2010-11 which already highlights some of the equality related patient initiatives that the Trust has undertaken to meet its legal duty under the Equality Act 2010.

The main focus of this report is to provide an overview of equality information relating to patients, identify gaps and areas of further development.

1. Trust patient profile

- Tables A – D provide a breakdown of the patients that have used our services by protected characteristics from April 2011 to date. For the purposes of this report the services have been grouped as Outpatients, Inpatients and Accident & Emergency (excluding Urgent Care Centre). A more detailed breakdown by specialty is available to managers to help them formulate equality related objectives for their services.
- Caution should be used when viewing the data given that there is a high non-disclosure rate for some of the protected characteristics, and that the 2001 Census data has been used to make comparisons. High level data sets from the 2011 Census data will only be available from July 2012; therefore it is not possible to draw reliable conclusions from this data.
- The data in table A shows that patients aged 80 and above require more medical care particularly as inpatients, compared to the percentage population of our catchment area. Patients aged between 0-9 make up 10.5% of the population but A&E usage for this group is twice as high at 21.04% for this age group.

Table A shows the patient profile by age

	Outpatients	Inpatients	A&E	% Population *
0-9	9.64%	9.79%	21.04%	10.50%
10-19	6.70%	4.84%	9.06%	7.96%
20-29	17.74%	10.36%	14.07%	21.22%
30-39	21.54%	18.00%	14.20%	23.39%
40-49	14.32%	10.82%	9.85%	13.55%
50-59	9.73%	8.39%	6.97%	9.01%
60-69	8.22%	8.31%	6.27%	6.69%
70-79	6.09%	7.78%	5.28%	4.57%
80-89	3.82%	6.48%	4.70%	2.62%
90+/Unknown	2.20%	15.23%	8.55%	0.55%

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2001 Census.

- Analysis of the patient profile by gender (table B) shows that men and women using our services broadly reflect the local population.

Table B shows the patient profile by gender

	Outpatients	Inpatients	A&E	% Population*
Female	53.35%	57.23%	50.03%	52.01%
Male	46.62%	42.76%	49.94%	47.99%

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2001 Census.

- The analysis by religion (seen in table C) is not very reliable, with over 77% of patients not disclosing their religion compared to only 8.59% in the local population not disclosing their religion.

Table C shows the patient profile by religion

	Outpatients	Inpatients	A&E	% Population*
Christian	10.98%	15.55%	10.63%	63.65%
Buddhist	0.10%	0.14%	0.08%	0.77%
Hindu	0.20%	0.28%	0.16%	1.09%
Jewish	0.21%	0.29%	0.14%	0.79%
Muslim	1.85%	2.45%	2.18%	6.85%
Sikh	0.05%	0.08%	0.03%	0.19%
Other religions	0.24%	0.32%	0.18%	0.43%
No religion	2.18%	3.15%	2.08%	17.64%
Religion not stated/Not a Valid Religion Code				
	84.18%	77.74%	84.53%	8.59%
Unknown	0.92%	1.09%	1.32%	--

* The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2001 Census

- Table D shows the ethnic breakdown of our patient profile. It is worth noting that fewer attendances were recorded for patients from a White British background across the 3 broad service areas (less than 42%) compared to the local population of 57.25%. However, we have seen above average attendances for patients from a White Other, particularly in A&E; Other Asian and Other Ethnic Group categories. The 2 latter categories include patients of South American, Middle Eastern or Filipino origin for example. Patients from Indian, Pakistani, Bangladeshi, Black Caribbean and Chinese ethnic groups appear to be underrepresented across the service areas and further investigation will need to be undertaken to understand why this occurs and whether this is specialty specific.

Table D shows the patient profile by ethnicity

	Outpatients	Inpatients	A&E	% Population
White British	39.67%	41.72%	39.37%	57.25%
White Irish	1.53%	1.59%	1.34%	2.81%
White Other	18.29%	18.37%	22.63%	16.38%
Mixed: White and Black Caribbean	0.75%	0.41%	0.44%	0.90%
Mixed: White and Black African	0.51%	0.28%	0.28%	0.57%
Mixed: White and Asian	0.59%	0.38%	0.38%	1.19%
Mixed: Other Mixed	1.78%	1.74%	2.27%	1.13%
Indian	1.99%	1.86%	1.08%	3.45%
Pakistani	0.73%	0.66%	0.47%	1.50%
Bangladeshi	0.44%	0.39%	0.31%	1.21%
Other: Asian	3.60%	4.60%	6.11%	1.55%
Black Caribbean	2.43%	1.88%	1.38%	3.15%
Black African	4.15%	3.55%	3.16%	3.42%
Other: Black	2.00%	2.68%	4.36%	0.77%
Chinese	1.02%	0.62%	0.62%	1.96%
Other Ethnic Group	9.33%	13.35%	15.05%	2.74%
No Response Data	11.19%	5.93%	0.76%	--

- The percentage is a combined figure of the population of Kensington & Chelsea, Hammersmith & Fulham, Westminster and Wandsworth taken from the Office of National Statistics, 2006, Estimate resident population by ethnic group.

2. Outpatient DNA data

- The highest DNA (did not attend) rates occurred within GU Medicine (13.67%), followed by Obstetrics (7.91%), Gastroenterology HIV (7.79%) and then Gynaecology services (5.14%)
- Approximately 42% of the patients that did not attend their hospital appointments were aged between 20-39; with over half of these being women. 33.47% of these patients described their ethnic background as White British and over 15% were from a White Other ethnic background. Of the patients that declared their demographic details, the data broadly reflects the local population and no further analysis can be drawn at this stage.
- In future, we will need to encourage patients to complete their demographic details particularly for ethnicity and religion to help us understand why these patients did not attend their appointments or give prior warning that they could not keep the appointments, and what, if any adjustments can be made.

3. Survey data

- A number of surveys have been conducted for Maternity, Paediatrics services and Inpatients. The results can be found by clicking on the link below:

<http://www.chelwest.nhs.uk/transparency/patient-feedback>

- Analysis by some protected characteristics; for example a breakdown of the respondents' ethnicity, disability and age is provided. However, this information does not provide the protected characteristic breakdown per survey question; therefore it is difficult to provide more detailed analysis on the patient experience by a protected characteristic.

4. Complaints data

- Table E provides an ethnic breakdown of the patient complaints received by the Trust in 2010-11. Over 58% of the complaints were made by patients from a White British ethnic background, followed by 15.63% of complaints made by White Other patients. 29 (7.55%) patients preferred not to state their ethnicity.
- In order to provide meaningful analysis we need to understand the themes of the complaints, although the ethnic breakdown of complaints does broadly reflect the different ethnic groups of the local population.
- Complaints data for other protected characteristics will start to be captured and analysed for future reports where possible.

Table E shows the patient complaints received in 2010-11 broken down by ethnicity

Ethnicity	Complaints as a percentage	Number of complaints received
White British	58.33%	224
White Irish	0.52%	2
White Other	15.63%	60
White and Black Caribbean	1.04%	4
White and Black African	0.00%	0
White & Asian	0.52%	2
Any Other Mixed Background	1.30%	5
Indian	2.08%	8
Pakistani	0.52%	2
Bangladeshi	0.00%	0
Any Other Asian Background	2.08%	7
Black Caribbean	0.52%	2
Black African	1.82%	7
Any Other Black Background	1.82%	7
Chinese	0.78%	3
Any Other Ethnic Group	5.47%	21
Undefined/Not stated	7.55%	29
Total	100.00%	384

5. Areas for further development

The Trust does not collect data on all of the protected characteristics related to patients, specifically gender reassignment, disability (except learning disabilities) and sexual orientation. The gaps in data will be addressed in future reports as follows:

- Varying non-disclosure rates for each protected characteristic makes it difficult to analyse the data in a meaningful way. Training appropriate staff in relevant departments will help them explain the purpose of collecting this information, and encourage patients, in a sensitive manner, to declare their protected characteristics to keep non reporting rates to a minimum, supported by Senior Divisional Managers and the Equality and Diversity Manager.
- Patient demographic information is not readily recorded for disability and sexual orientation. The Equality and Diversity Manager will be working with the EPR department to make this change.
- Information on waiting list times and recovery rates for patients broken down by some protected characteristics is collected but we will investigate how it can be presented in a useful way for future reports. However, more general data, for example on waiting times and infection rates can be found by clicking on the links below:

<http://www.chelwest.nhs.uk/transparency/waiting-times>

<http://www.chelwest.nhs.uk/transparency/quality-safety>

- When commissioning future surveys, we will need to request that the analysis can be made by all protected characteristics where possible.
- The Complaints team will encourage patients to provide information on their protected characteristics, for example age or gender. Future patient related equality information reports will contain this analysis on the all protected characteristics where possible.