

Chelsea & Westminster NHS Foundation Trust

Patient Equality Report 2018

Chelsea & Westminster NHS Foundation Trust delivers specialist and general hospital care at Chelsea and Westminster and West Middlesex University hospitals. Both hospitals have major A&E departments and the Trust also provides the second largest maternity service in England.

Our specialist hospital care includes the burns service for London and the South East, children's inpatient and outpatient services, cardiology intervention services and specialist HIV care.

We also manage a range of community-based services, including our award winning sexual health clinics, which extend to outer London areas

The Trust serves a catchment area in excess of one million people. The Trust's main health commissioning and social care partnerships cover two STP footprints and the following areas:

- West London CCG
- Hounslow CCG
- Hammersmith and Fulham CCG
- Central London CCG
- Ealing CCG
- Richmond CCG
- Wandsworth CCG
- NHS England (NHSE) for Specialised Services Commissioning

The Trust values are now firmly embedded. They demonstrate the standard of care and experience our patients and members of the public should expect from any of our services.

They are:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

The following sections provide an overview of the demographic profiles of our patients who have used the Trust services during 2017/2018. The sections have been divided into 4 services.

A&E

Maternity

Inpatients

Outpatients

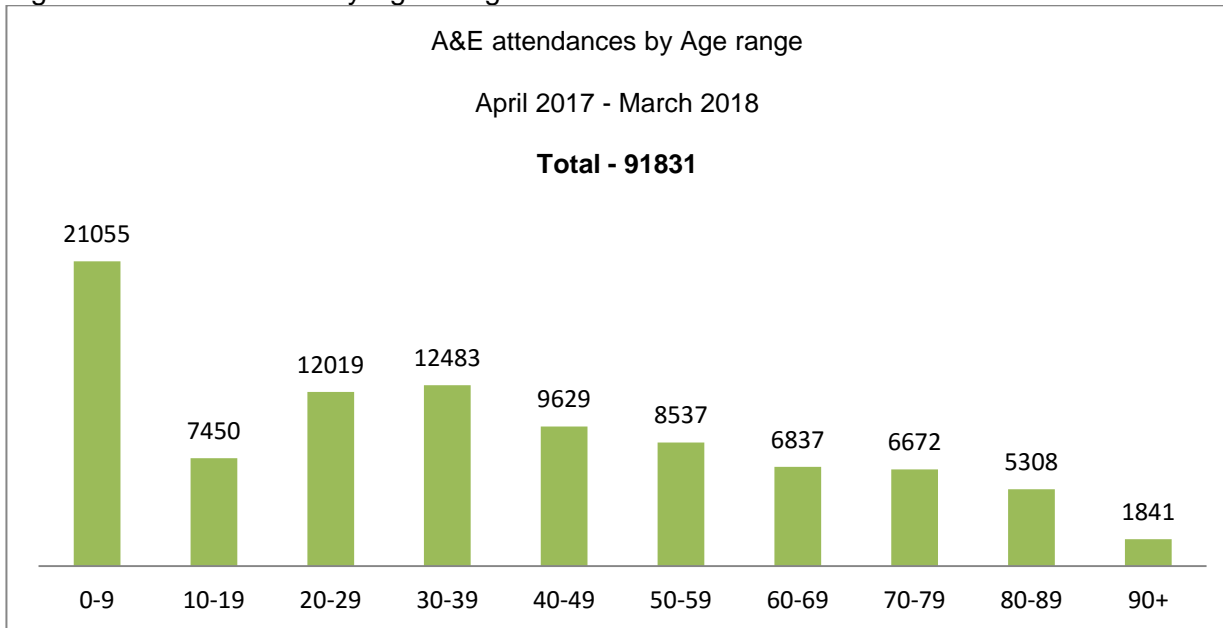
For the purposes of this report, the following breakdown of ethnicity has been used. Non BAME incorporates patients that identify as White British, White Irish and Any Other White background.

BAME includes patients who identify as Asian (Indian, Pakistani, Bangladeshi), Mixed (White Black/Asian), Black (Caribbean, African) and Other (Chinese and Any Other). These are in line with the Office of National Statistics' Census categories.

The Not Stated category also includes those who have chosen not to disclose their ethnic background.

1. A&E

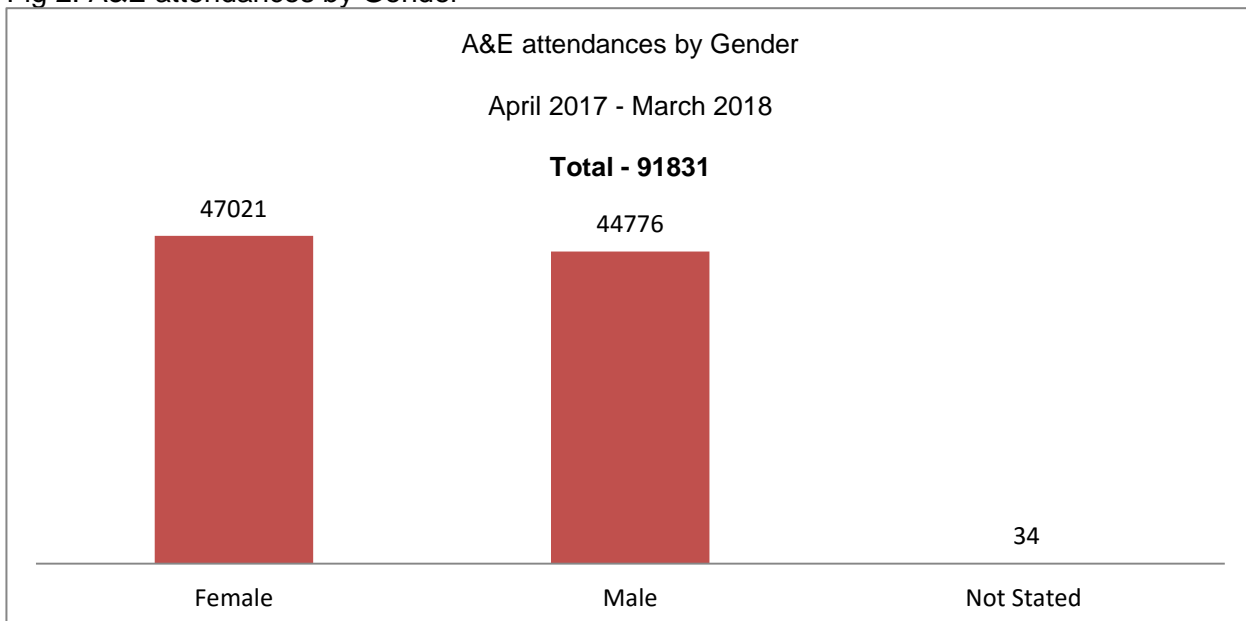
Fig 1: A&E attendances by Age Range



The data shows that there were *91,831 patients who attended one of the Trusts two A&E departments between April 2017 and March 2018. This is a 3.6% increase on the previous year for the same time period. The 0-9 age range makes up the largest single user group of this service at 23%. This data excludes births that occurred during the same period.

The under 60's accounted for 77.5% of overall attendances with the over 60's accounting for 22.5% of the overall total. This shows no change from the previous year.

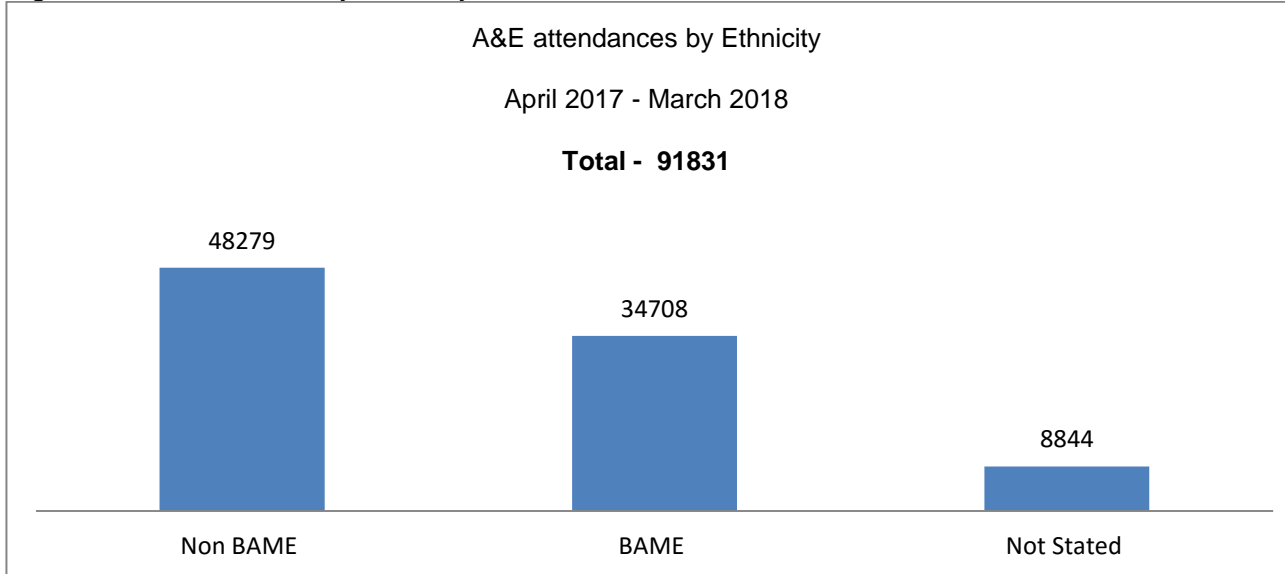
Fig 2: A&E attendances by Gender



The data for A&E attendances by gender shows females at 51% just ahead of males at 48% with not stated at less than 1%. This has remained the same as the previous year.

*The patient data quoted throughout the document is based on the number of patients that accessed Trust services and not the number of times an individual patient attended A&E, was an inpatient or had an outpatient appointment

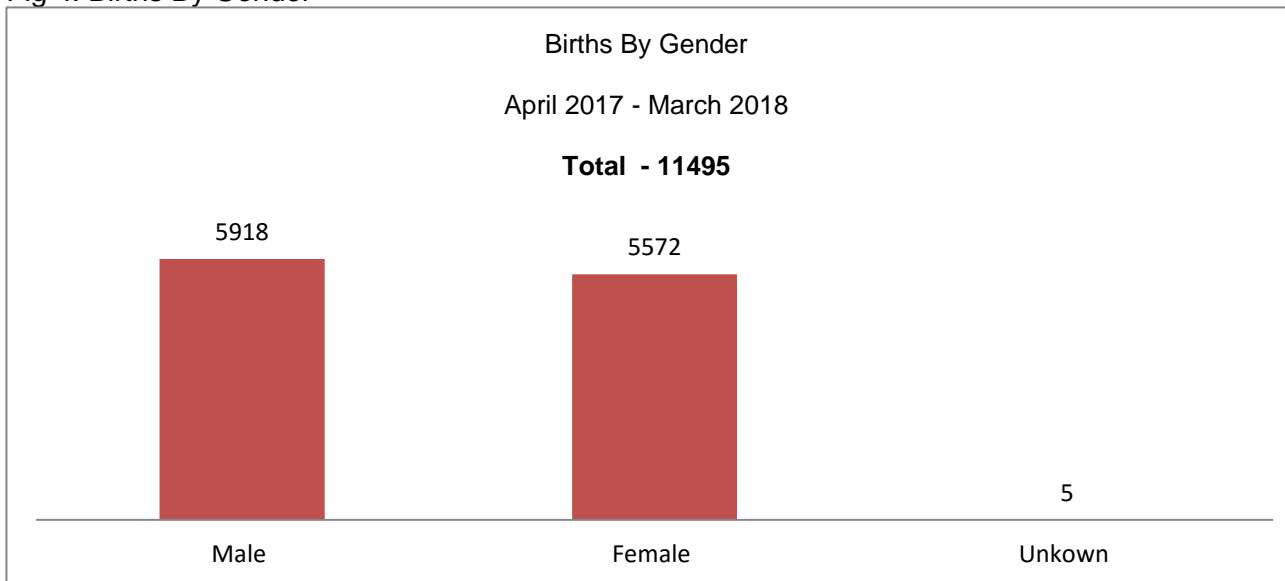
Fig 3: A&E attendances by Ethnicity



The above shows that Non BAME account for 52% of service users with BAME at 38% and not stated at 10%. This is also the same as the previous year.

2: Maternity

Fig 4: Births By Gender

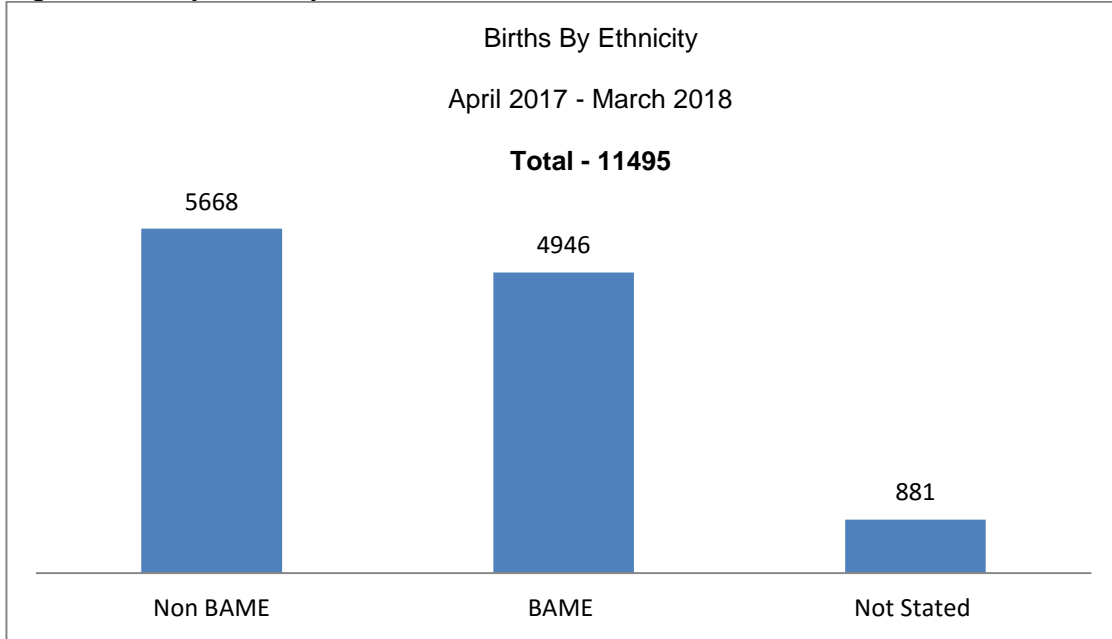


There were 11,495 births across the maternity service between April 2017 – March 2018. This includes home births.

This averages out at approximately 958 births a month which reflects the Trusts position as the second largest maternity service in the country.

There were slightly more male babies born at 51% of the total, with females 48%. There were 8% of births where the gender of the newborn was not recorded.

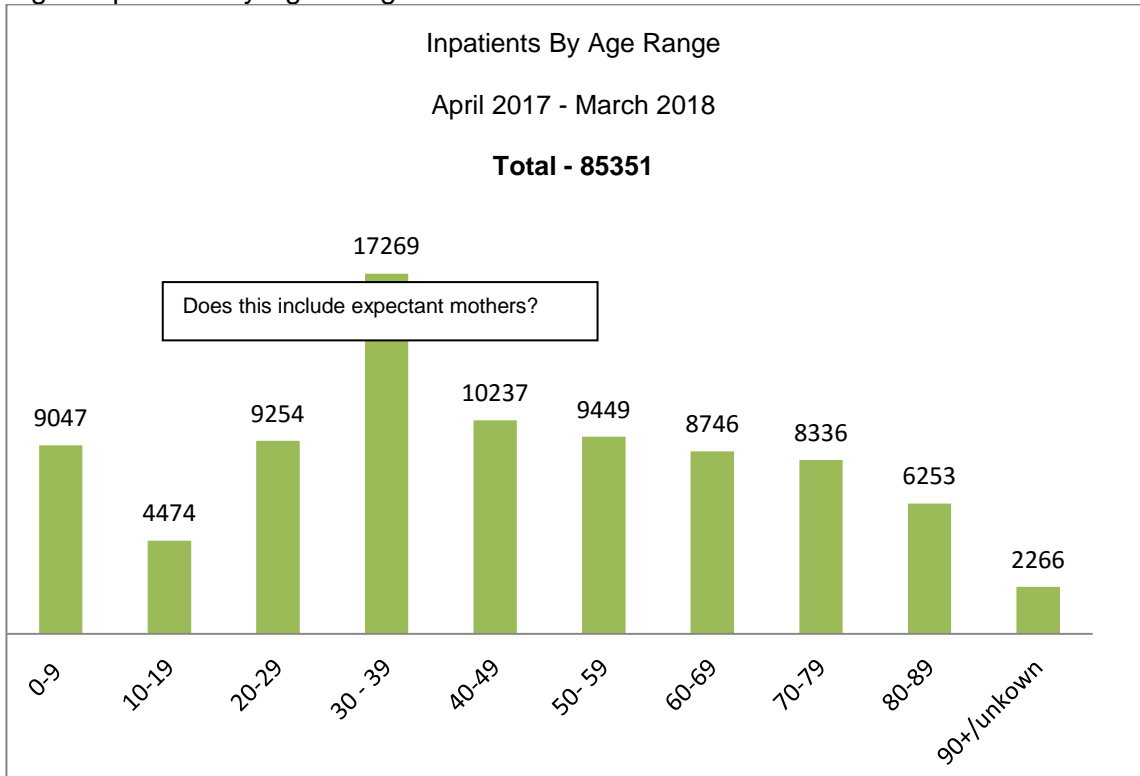
Fig 5: Births By Ethnicity



Of the 11495 births 49% were Non BAME, 43% were BAME and 8% were Not Stated

3. Inpatients

Fig 6: Inpatients By Age Range

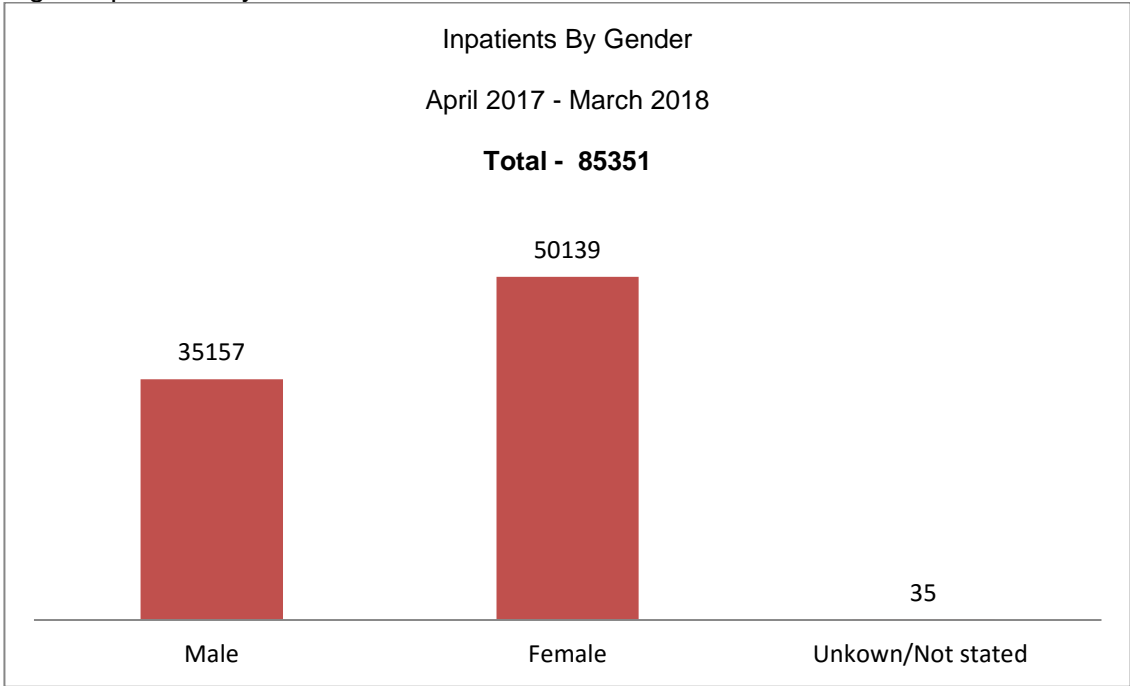


The above shows that there were 85,351 inpatient admissions in the period from April 2017–March 2018. This is down on the data reported last year which showed 94,356 inpatient admissions, however last year’s data included births which had the effect of increasing the 0-9 age range to be the largest single group at 23% of the overall total. The data has therefore been adjusted to remove births this year.

The information as demonstrated in the graph shows that the 30-39 age group make up the largest single user group of this service at 20% of the total with the 40-49 age group the next largest at 12% of the total.

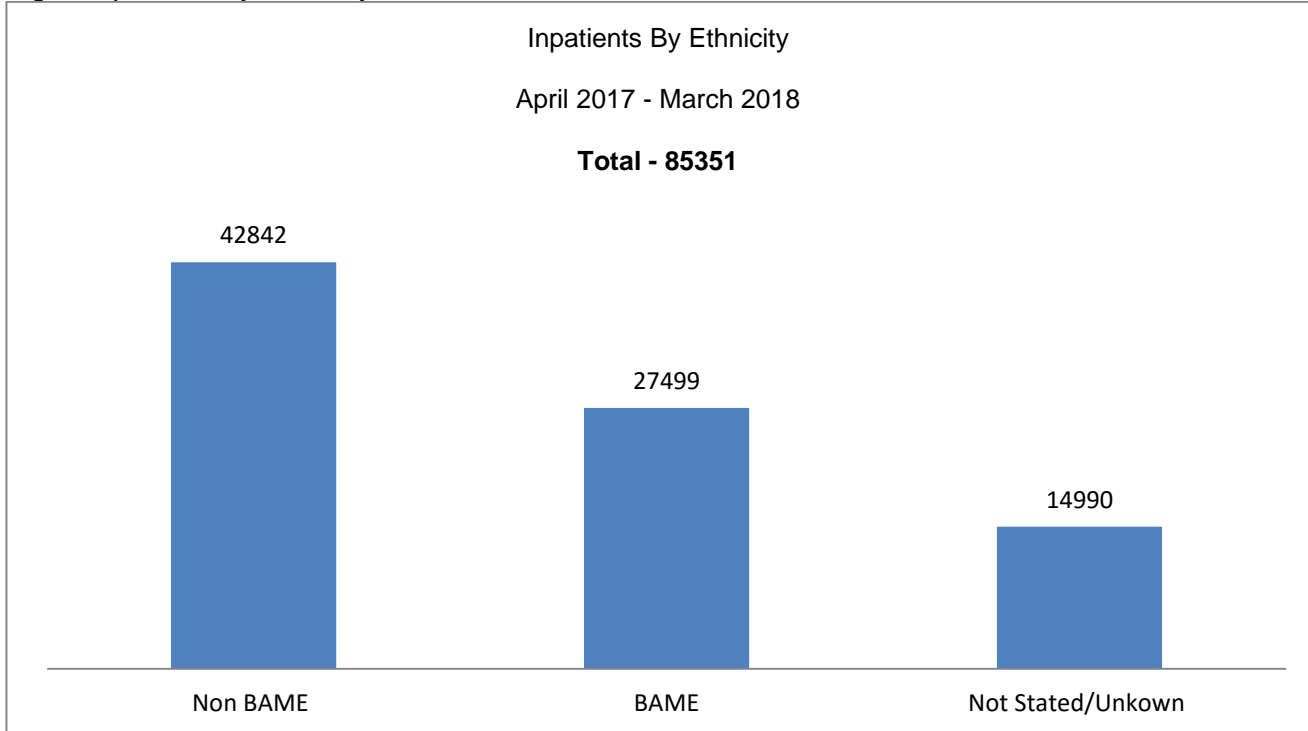
Those aged under 60 years old account for 59% of the overall total patients. Those over 60 years old accounted for 30% of overall total patients which is an increase of 6% on the previous year with the 80-89 age range.

Fig 7: Inpatients By Gender



Inpatient by gender indicates that females at 58% make up the majority users of this service with males at 41%. This reflects the data from the previous year where females were again in the majority.

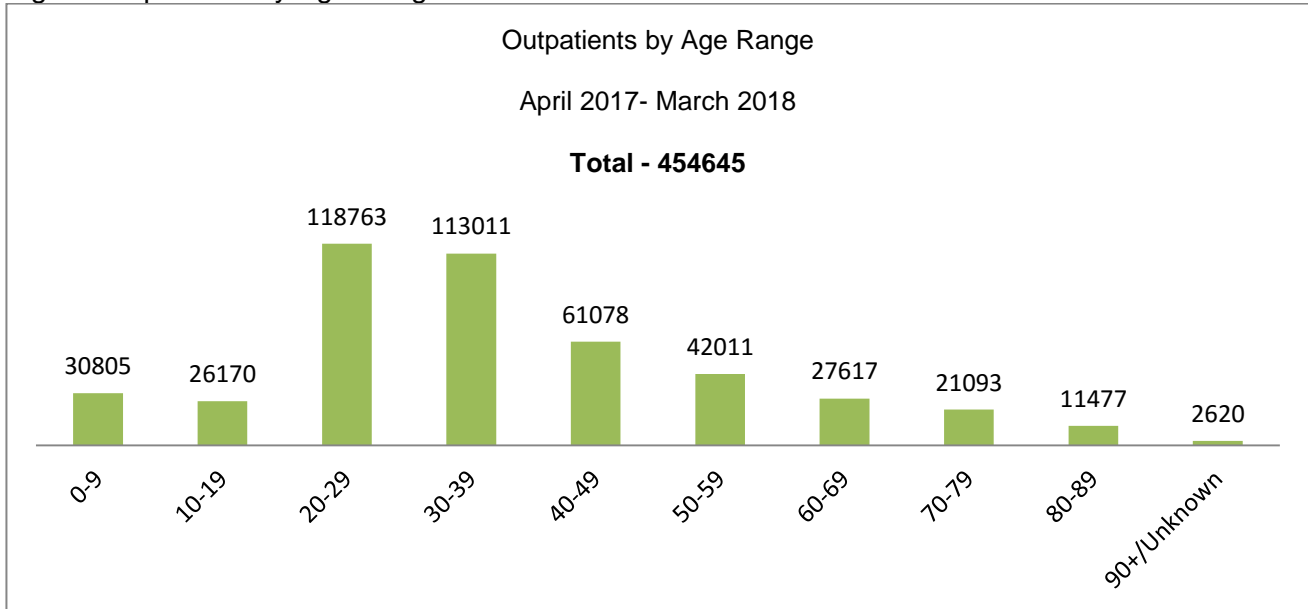
Fig 8: Inpatients by Ethnicity



Non BAME patients account for 50% of overall total of inpatients and BAME 32% of overall total with not stated/unknown at 17% which is on increase of 2% in the data for the previous year.

4. Outpatients

Fig 9: Outpatients By Age Range

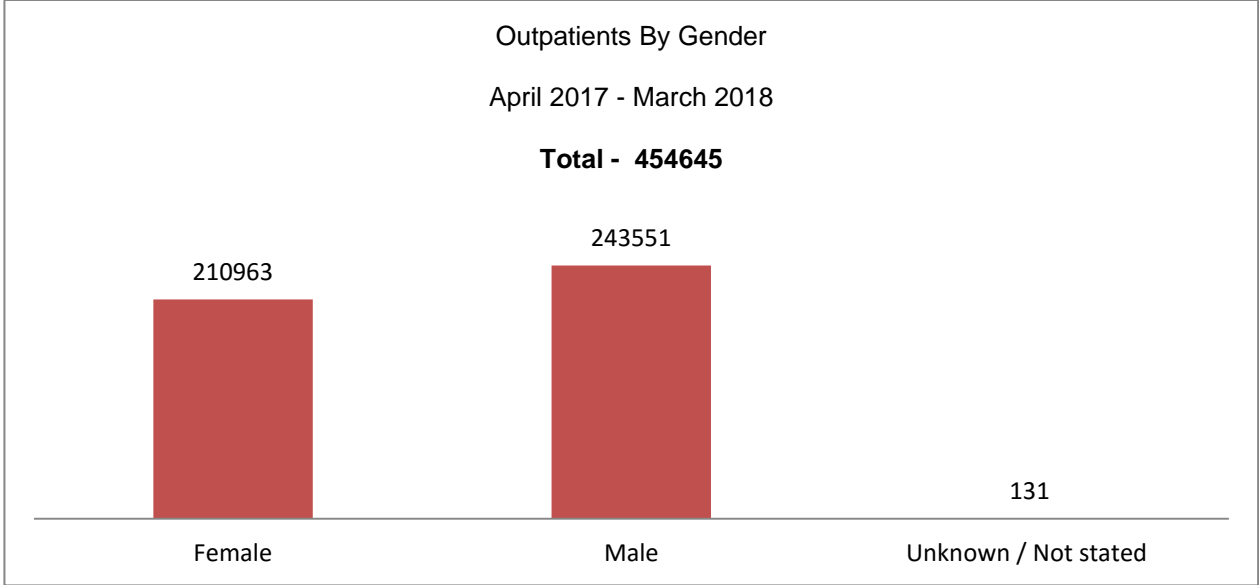


The above shows 454,645 patients attended outpatients' appointments between April 2017 and March 2018 and the distribution of patient age ranges. This represents a 5.4% increase in the number of appointment across the same period the year before.

The information as demonstrated in the graph also shows that in total those aged between 20–39 years old make up the significant users at just under 51% of these services. As a whole those aged

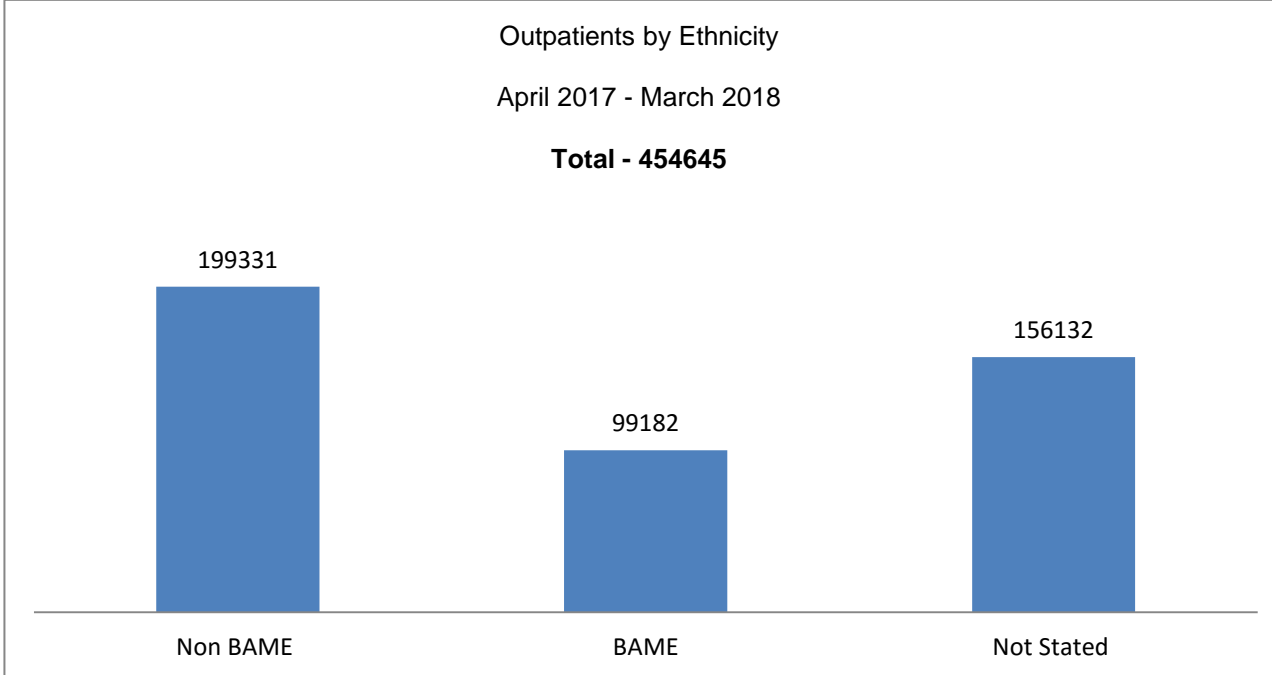
under 60 years old make up 86% of the total with those over 60 years old accounting for 13% of the total. For the over 60's this is a 2% reduction from 15% of the total from the previous year.

Fig 10: Outpatients By Gender



The above shows that males make the majority of the 454,645 outpatient's appointments at 53% with females at 46% which is no change from the previous year. The number of unknowns/not stated is less than 1% of the total.

Fig 11: Outpatients By Ethnicity



The capturing of outpatient patient ethnicity data has improved since last year with the Not Stated at 35% of the total as opposed to 60% of the total last year which is a 25% improvement. This has contributed to a change in the data in the following way.

The percentage of Non BAME patients using these services is now 44% of the total, this was 61% of the total last year. The percentage of BAME patients has decreased from 39% of the total last year to 22% of the total this year. Whilst the percentage of the overall total in both categories has decreased

this has actually led to a 19% increase in the overall numbers of Non BAME data being captured and a 6% increase in BAME data being captured. The implementation of CERNER will continue to improve and support the capture of this data.

Fig 12: Top 10 Religions By Department

Religion	A&E	Inpatients	Outpatients
Christian	3807	4063	9991
Church of England	3521	2820	5432
Hindu	2091	1429	3011
Muslim	5352	3205	6346
Sikh	2031	1175	2163
Roman Catholic	3741	2703	5420
Jehovah's Witness	39	36	78
Jewish	106	119	360
Buddhist	245	199	395
Not Religious /No Religion	8214	4818	8890
Not Declared	60501	4818	407399
Total of all denominations	85331	91831	454645

The Trust collects data on the religious beliefs of patients. 30 different denominations were recorded as well as those who were not religious and the above details the top 10 most recorded religious beliefs by service. There was however high percentages between 65% and 89% across the services where religious beliefs were not declared by patients.

Patient profile by Disability

Analysis of patient usage by disability is too small and no valid conclusions can be drawn from this. Data for patients with learning disabilities is being collected at the CWH sites and recorded on both sites. The introduction of a new cross-site IT system EPR system will enable better data collection in relation to this protected characteristic the CWH site and work is underway to collect this on the WMUH site.

Transgender Guidance

In August this year the Trust Executive Management Board approved new guidance for our staff on providing care to transgender patients. The policy includes key information and helpful sources of advice and information. This has been developed in association with transgender organisations.

Accessible Information Standard

The Trust continues to work towards full compliance with the AIS identifying patients with a communication need and raising awareness to all staff.

Learning Disabilities

Data for patients with learning disabilities is collected at the Chelsea sites. The introduction of a new cross-site electronic patient record system (CERNER) will enable better data collection in relation to this characteristic.

The Trust Learning Disabilities Steering Group, chaired by the Lead Nurse continues to champion high quality care for patients with learning disabilities. This includes effective working in partnership with our community teams and services to ensure a smooth interface and transition of care. The group has Trust departmental representation, local Patient groups and carers of patients with a learning disability.

The Lead Nurse has trained over 3,800 Trust staff both in Learning Disability/Autism awareness and Level 2 to training to date and training of staff continues.

ReciteMe

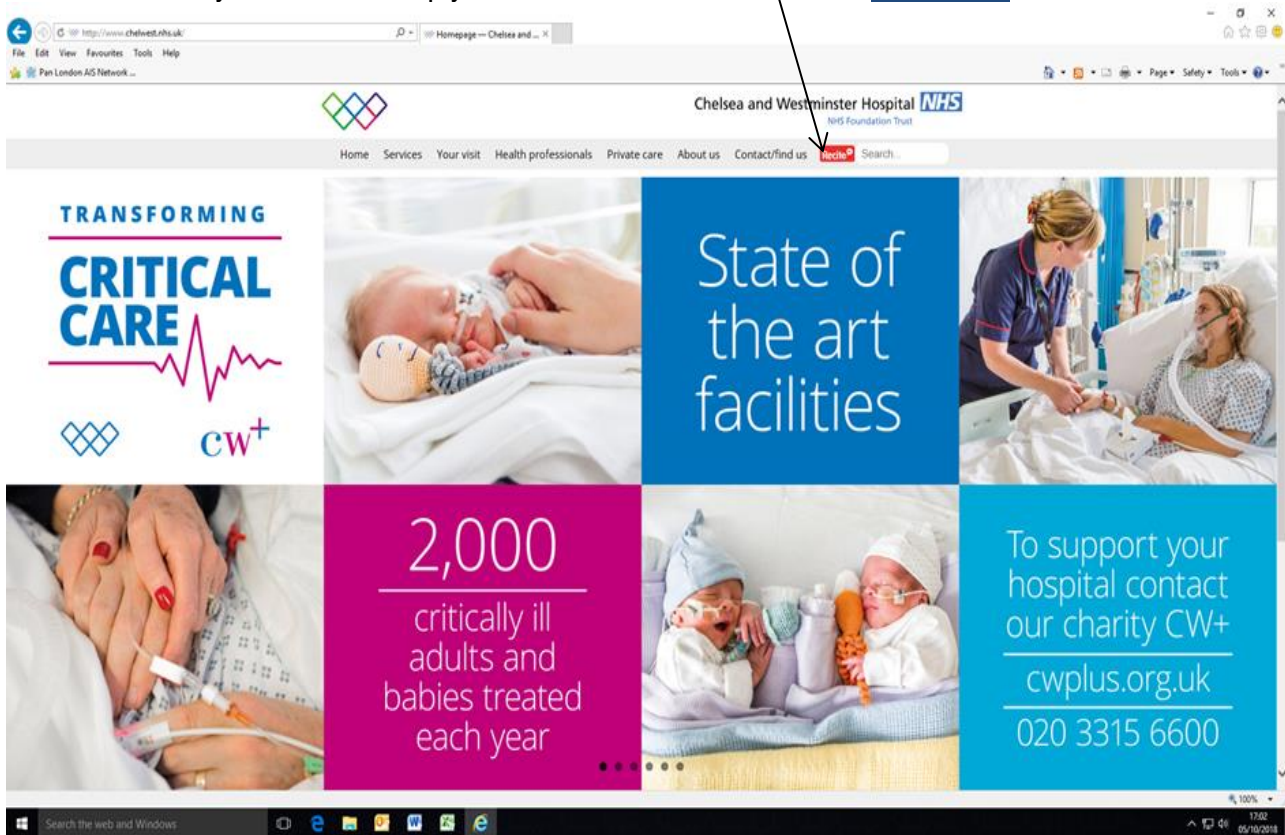
This year as part of its ongoing commitment to reducing accessibility barriers Chelsea and Westminster Hospital NHS Foundation Trust has enabled an innovative new product on the Hospitals main website called ReciteMe.

ReciteMe is a text-to-speech solution that reads all accessible website content aloud in a human sounding voice which can be altered to suit the individual's specific needs. As the text from the website is read aloud words are also highlighted at the same time.

ReciteMe helps people who have literacy problems, learning difficulties, dyslexia, visual impairments and also provides a translation toolbar which translates text and speech into a number of languages for those who English may be a second language.

ReciteMe enables the Trust improve the accessibility of our website for people who may find it challenging to use the site in a conventional way.

ReciteMe is easy for users—simply click the ReciteMe icon on the [homepage](#)



GUM - Launch of eServices Contract

Sexual Health London (SHL) is London's new sexual health e-service that provides free and easy access to sexual health testing via the internet and local venues.

Chelsea & Westminster NHS Foundation Trust have been appointed as the lead contractor to deliver this new sexual health service across London from April 2018. The service provides testing for a range of sexually transmitted infections including chlamydia, gonorrhoea, HIV, syphilis, hepatitis B and hepatitis C via samples you can collect at home. Currently 10,000 patients have opted for this service opposed to a face to face appointment.

Interpretation & Translation

Continuing effective patient care depends upon the accurate exchange of information. It is therefore the aim of the Trust to ensure that a range of interpreter and translator services are provided for people whose first language is not English and also those who communicate via sign language. These services are provided by accessing the use of telephone interpreters and where required face to face interpreters within the permitted specialities.

Interpreting; relates to the spoken word.

Translation; relates to the written word (transferring ideas expressed in writing from one language to another).

The tables below indicate the usage of Interpretation and Translation Services between April 2017– March 2018 across Trust services and sites.

Top 10 Face to Face Languages

Target Language	Spoken/Non-Spoken	Total Serviceable Jobs	2017 Usage	Position in 2017
Arabic	Spoken	543	475	1
Spanish	Spoken	278	284	3
Polish	Spoken	239	298	2
Farsi	Spoken	218	199	4
British Sign Language	Non-Spoken	214	2	n/a
Portuguese	Spoken	192	181	5
Russian	Spoken	102	121	6
Somali	Spoken	85	69	9
Turkish	Spoken	71	n/a	n/a
Romanian	Spoken	70	72	7

Top 10 Telephone Languages

Language	Serviceable	Serviced	2017 Usage	Position in 2017
Arabic	288	285	249	1
Portuguese	148	143	101	4
Spanish	136	135	129	3
Polish	129	128	143	2
Romanian	112	111	98	5
Somali	101	101	45	10
Russian	81	81	61	8
Amharic	80	77	n/a	n/a
Farsi (Persian)	77	76	62	7
Punjabi	55	55	n/a	n/a

Top 5 users of Telephone Interpreting by Department

Department	Serviceable	Serviced	2017 Usage
Antenatal Clinic / Ultrasound	250	250	140
Dean Street	161	161	176
Medicine Outpatients	155	155	127
Paediatric Outpatients	98	98	N/A
10 Hammersmith Broadway	97	97	N/A

Face to Face Bookings by Department

Appointment Type	Total Serviceable Jobs	Total Serviced Jobs
Clinical Support Services	1884	1853
Woman's Paediatrics, HIV & Sexual Health, Derm	559	547
Medicine and Surgery	349	339
Non-Clinical Support	153	151
Other	1	1

There were a total of 2,946 face to face bookings by departments in 2017- 2018 up from 2,689 which is a 9.5% increase.