



PATIENT EQUALITY REPORT 2018

Apr 2019

Chelsea and Westminster Hospital NHS Foundation Trust ('the Trust') delivers specialist and general hospital care at Chelsea and Westminster Hospital and West Middlesex University Hospital. 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 Sustainability and Transformation Partnership (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 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 Trust services during 2017/18. The sections have been divided into 4 services:

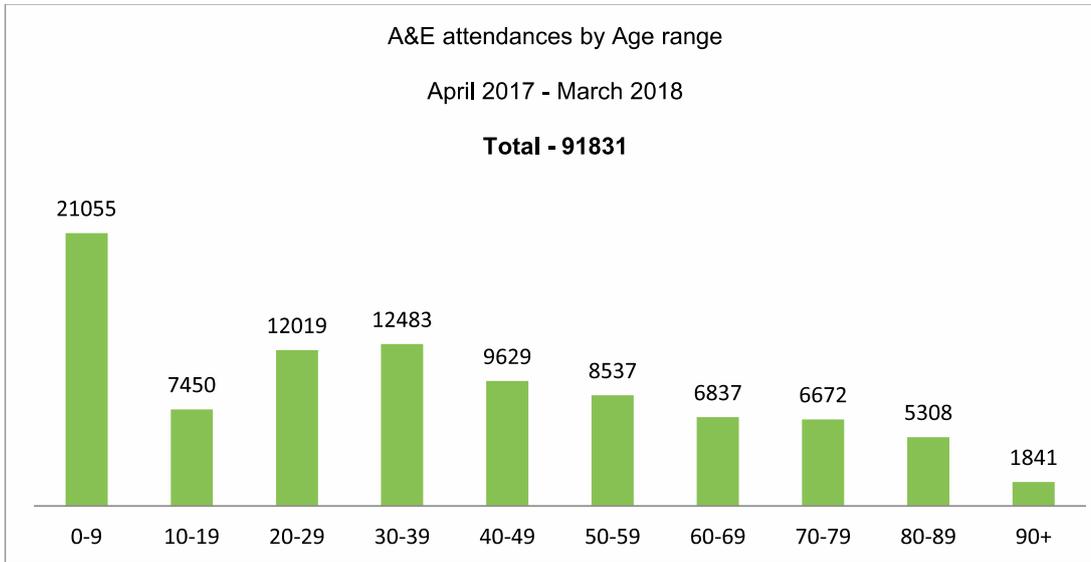
- A&E
- Maternity
- Inpatients
- Outpatients

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 includes those who have chosen not to disclose their ethnic background.

1. A&E

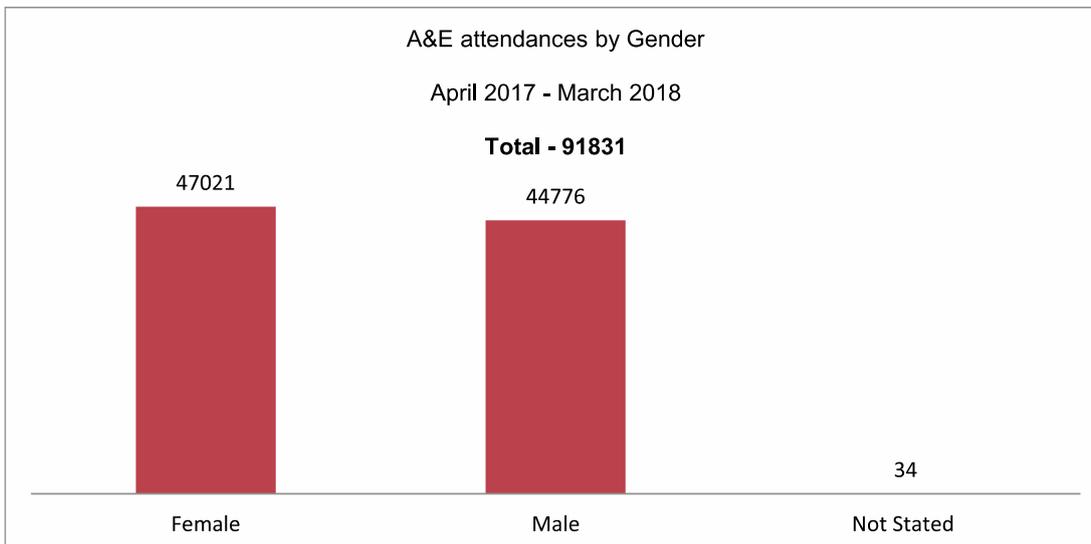
Fig 1: A&E attendances by age range



The data shows that there were 91,831 patients* who attended one of the Trust's 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.

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

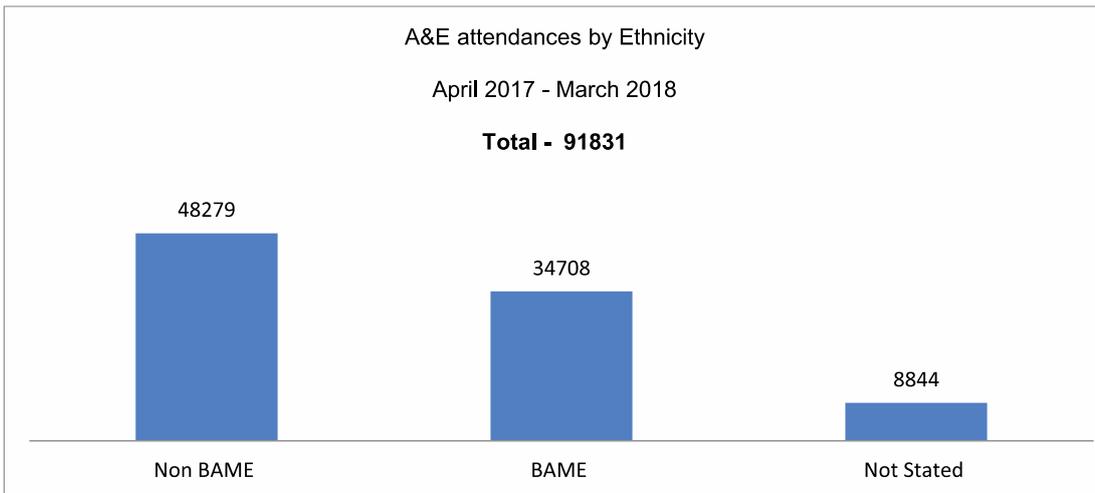
Fig 2: A&E attendances by gender



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

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

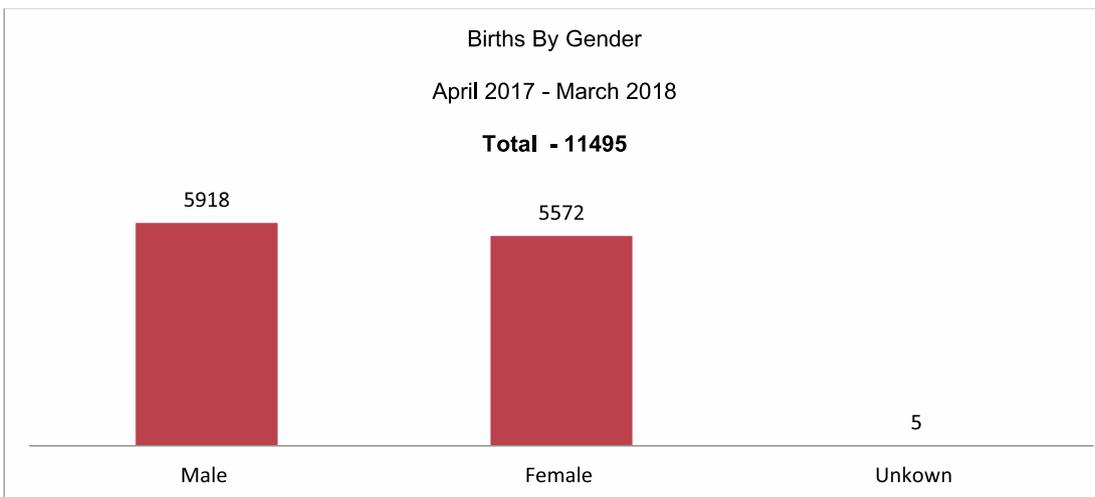
Fig 3: A&E attendances by ethnicity



Non-BAME account for 52% of service users and BAME at 38%—10% were not stated. This is also the same as the previous year.

2: Maternity

Fig 4: Births by gender

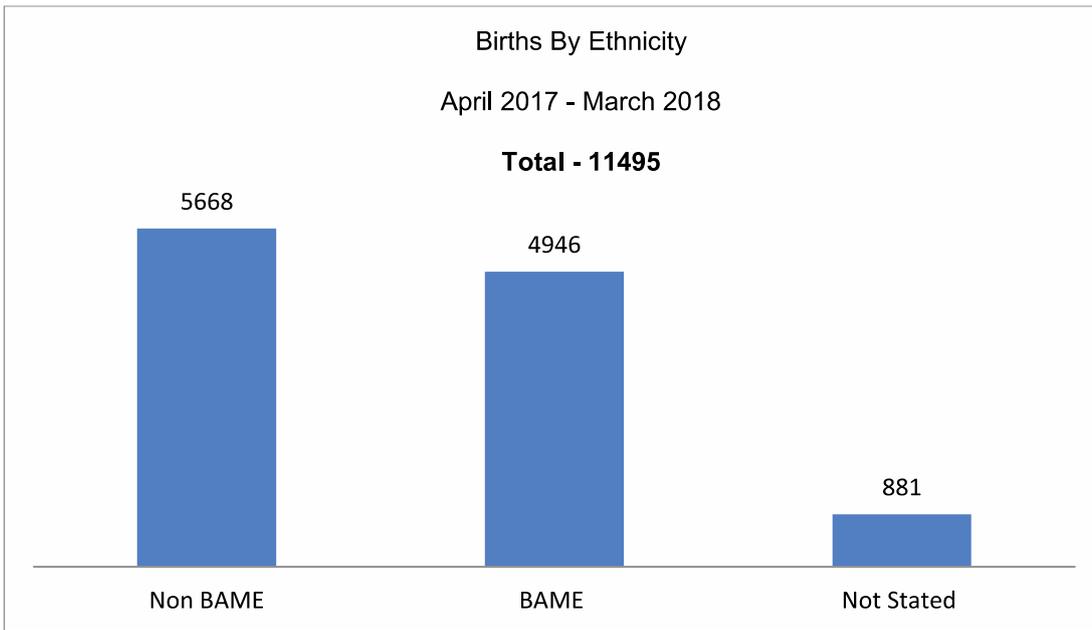


There were 11,495 births across the maternity service between April 2017 and March 2018. This includes home births.

This averages out to approximately 958 births a month which reflects the Trust’s position as the second largest maternity service in the country.

There were slightly more male babies born at 51% than females at 48%. In less than 1% of births the gender of the new-born was not recorded.

Fig 5: Births by ethnicity



Of the 11,495 births 49% were non-BAME, 43% were BAME and 8% were not stated.

3. Inpatients

Fig 6: Inpatients by age range

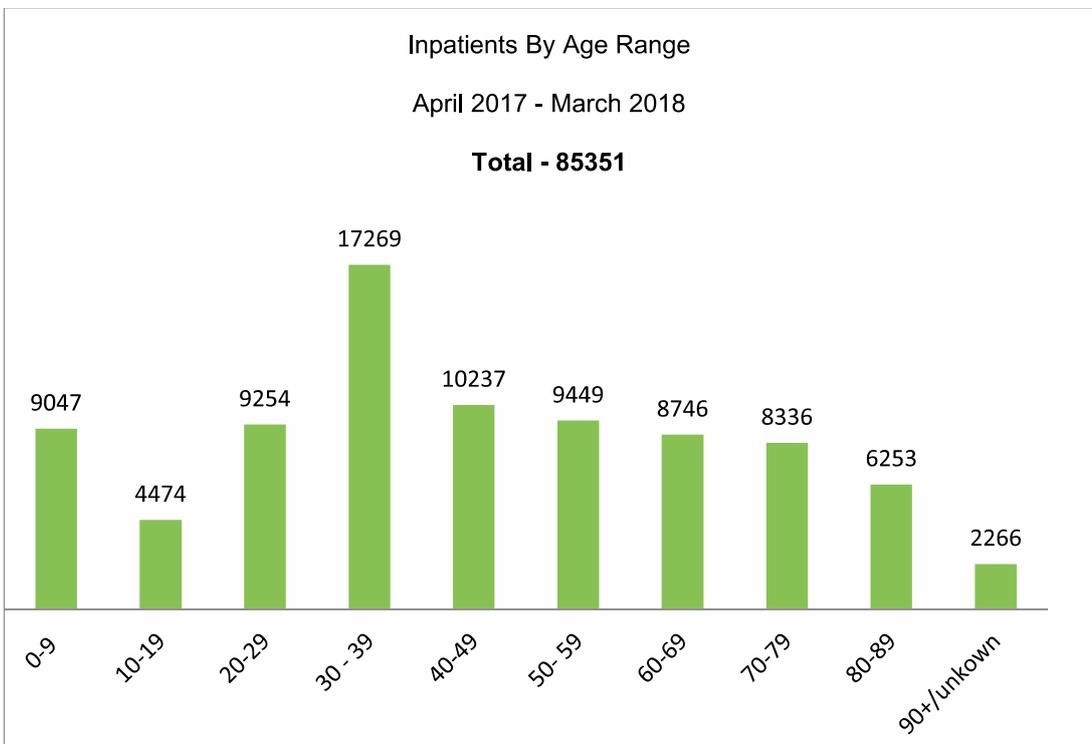
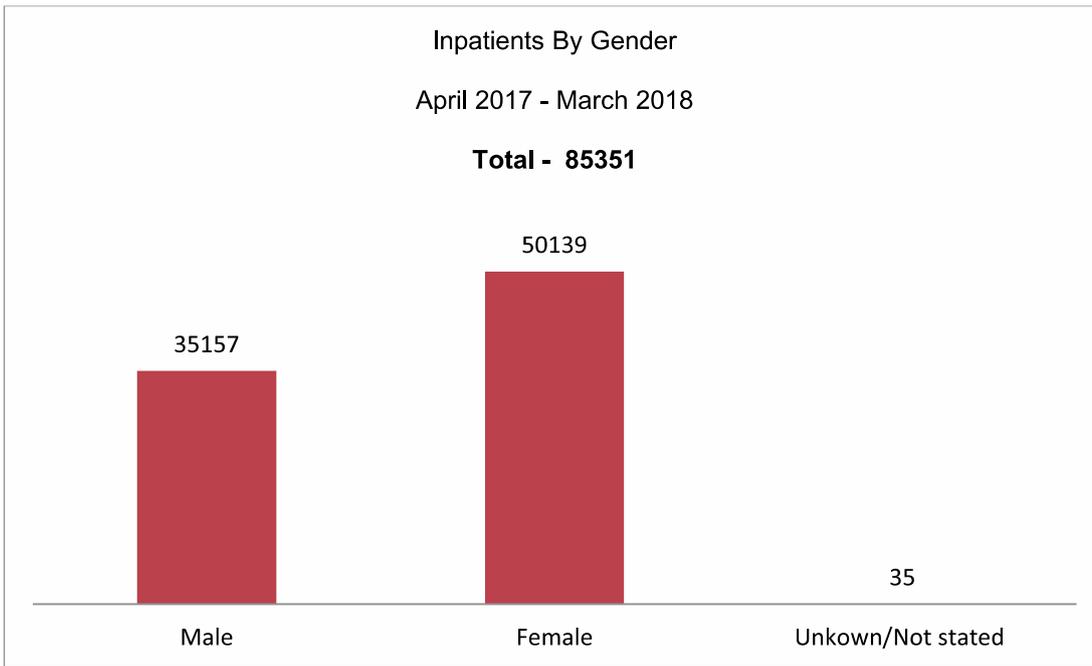
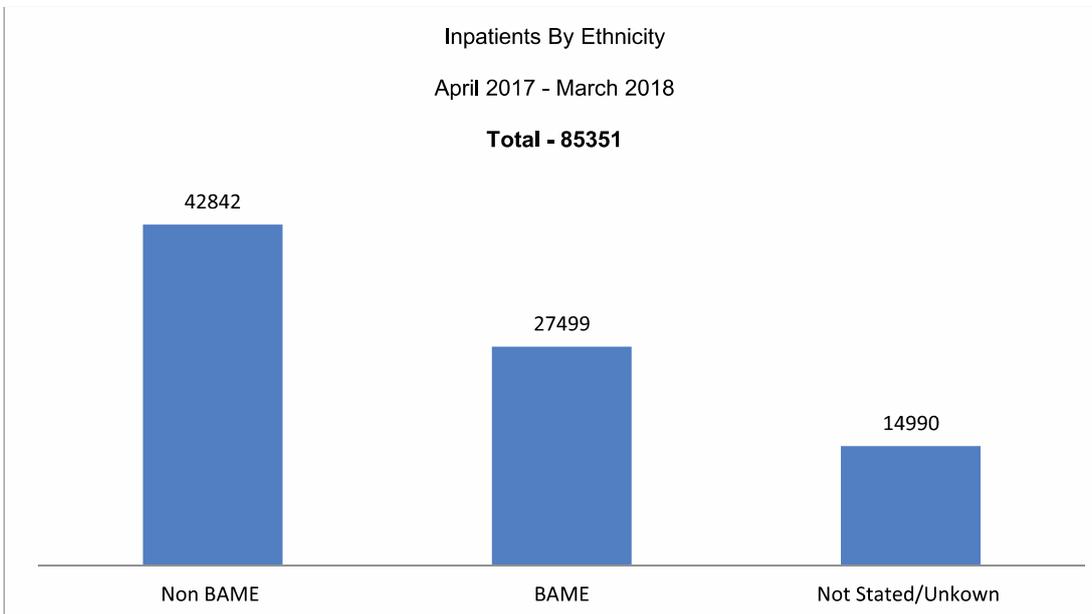


Fig 7: Inpatients by gender



Females, at 59%, make up the majority of service users with males at 41%. This reflects is consistent with data from the previous year.

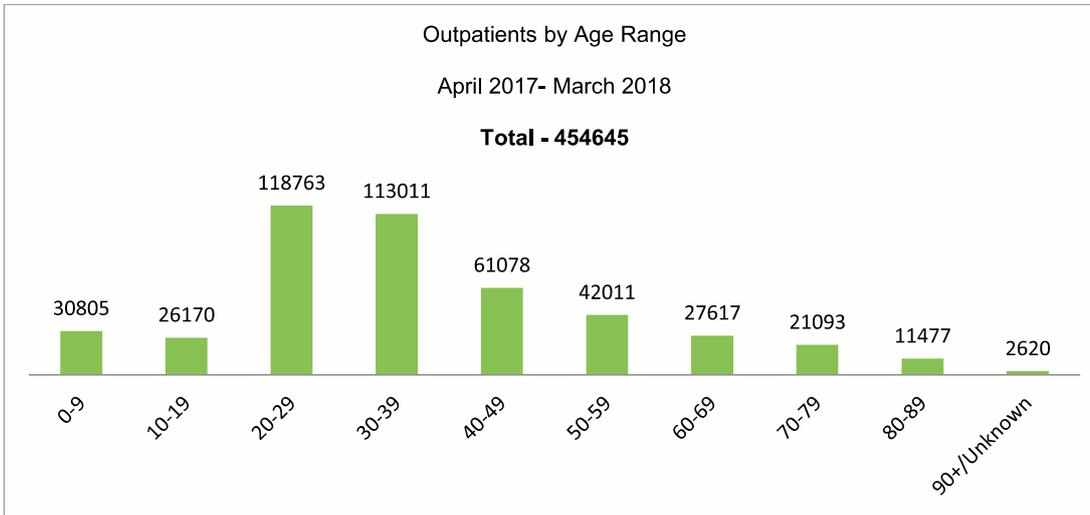
Fig 8: Inpatients by ethnicity



Non-BAME patients account for 50% of overall total of inpatients and BAME at 32%—17% were not stated or unknown, an increase of 2% from the previous year.

4. Outpatients

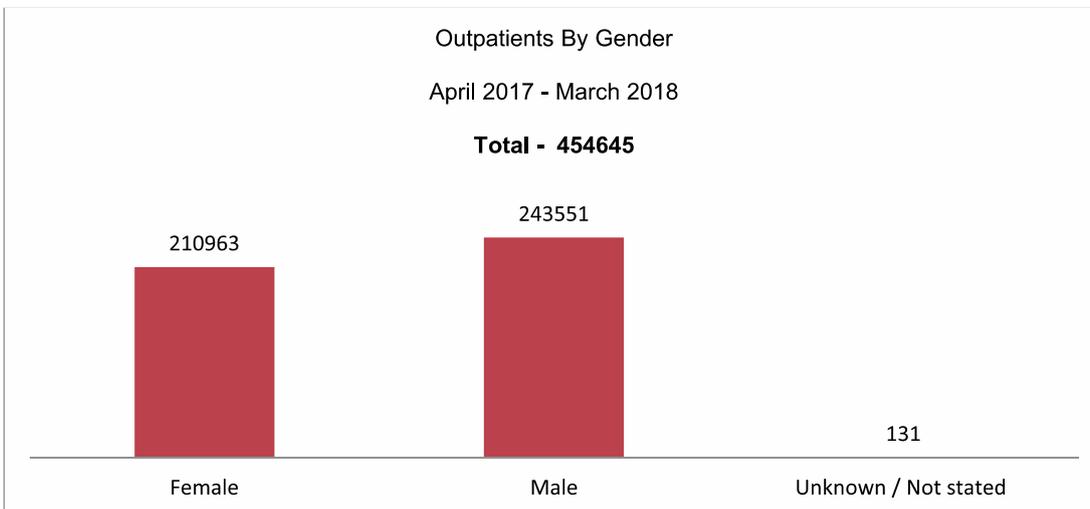
Fig 9: Outpatients by age range



454,645 patients attended outpatient appointments between April 2017 and March, representing a 5.4% increase in the number of appointments compared to the previous year.

Patients aged 20–39 years old are the largest group at just under 51%. Under-60s made up 86% of outpatients and over-60s accounted for 13% of the total, marking a 2% reduction from the previous year. 1% were not stated or unknown.

Fig 10: Outpatients by gender



53% of patients attending outpatient appointments were male and 46% were female—this is consistent with the previous year. Less than 1% were not stated or unknown..

Fig 11: Outpatients by ethnicity

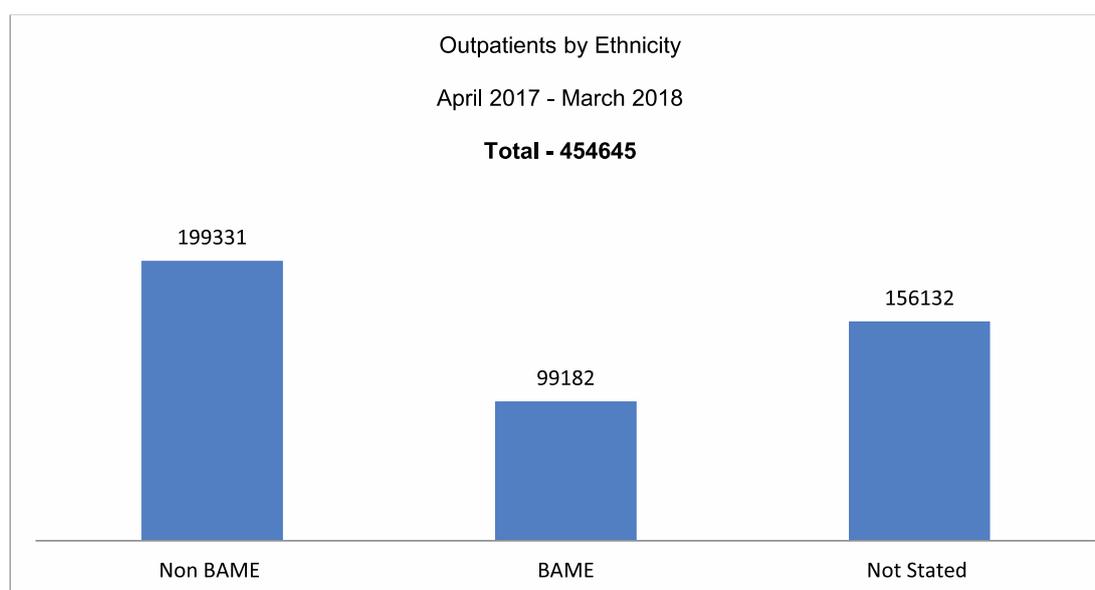


Table 1: Top 10 religions by department

Religion	Inpatients	A&E	Outpatients
Christian	4,063	3,807	9,991
Church of England	2,820	3,521	5,432
Hindu	1,429	2,091	3,011
Muslim	3,205	5,352	6,346
Sikh	1,175	2,031	2,163
Roman Catholic	2,703	3,741	5,420
Jehovah's Witness	36	39	78
Jewish	119	106	360
Buddhist	199	245	395
All other religions	2,288	2,183	5,160
Not religious/no religion	4,818	8,214	8,890
Not declared	62,476	60,501	407,399
Total of all denominations	85,331	91,831	454,645

The Trust collects data on the religious beliefs of patients. We record 30 different denominations and also those who are not religious—Table 1 details the top 10 most recorded religious beliefs by service. Across our services, between 65% and 89% patients did not declare their religion.

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 routinely collected at the Chelsea site but not at the West Mid site. The introduction of a new cross-site electronic patient record (EPR) system in autumn 2019 will facilitate data collection in relation to this protected characteristic at both sites.

Transgender guidance

In August 2018 the Trust 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 (AIS)

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 site. The introduction of our new cross-site electronic patient record system in autumn 2019 will enable better data collection in relation to this characteristic.

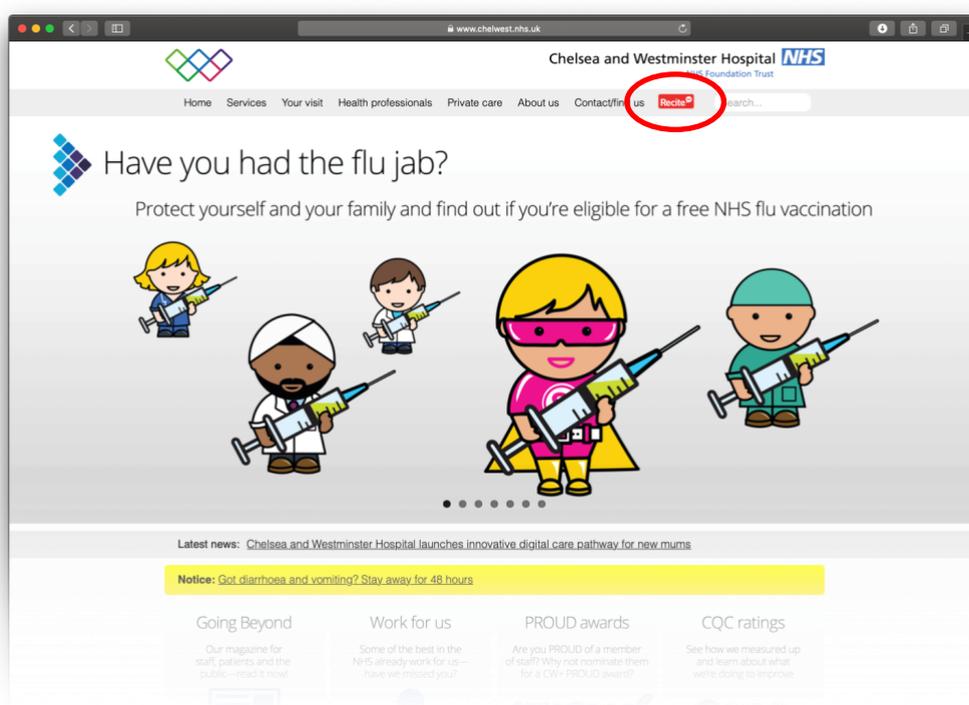
The Trust's Learning Disabilities Steering Group is chaired by the lead nurse for learning disabilities and continues to champion high-quality care for patients with learning disabilities. This includes effective working in partnership with our community teams and services to ensure a smooth interface and transition of care. The group has representation from Trust departments, local patient groups and carers of patients with learning disabilities.

The lead nurse has carried out Level 2 training to more than 3,800 Trust staff both in learning disability and autism awareness to date—training of staff continues.

ReciteMe

This year as part of its ongoing commitment to reducing accessibility barriers, the Trust has enabled an innovative new product on its website called ReciteMe—a text-to-speech solution that reads all accessible website content aloud in a human sounding voice and can be altered to suit the individual's specific needs. As the text from the website is read aloud, words are 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 for whom English may be a second language. ReciteMe enables the Trust to improve the accessibility of our website for people who may find it challenging to use the site in a conventional way. It is instigated by clicking the ReciteMe icon in the menu bar of any page.



Sexual health—launch of eServices contract

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

The Trust was appointed in April 2018 as the lead contractor to deliver this new sexual health service across London. The service provides testing for a range of sexually transmitted infections including chlamydia, gonorrhoea, HIV, syphilis, hepatitis B and hepatitis C via samples collected at home. Currently 10,000 patients have opted for this service as opposed to a face-to-face appointment.

Interpretation and translation

Continuing effective patient care depends upon the accurate exchange of information. The Trust provides a range of interpreter and translator services for people whose first language is not English and those who communicate via sign language. These services are provided by via telephone interpreters and, for certain permitted specialties, face-to-face interpreters.

- ‘Interpreting’ relates to the spoken word
- ‘Translation’ relates to the written word (transferring written ideas from one language to another)

The tables below indicate the usage of interpretation and translation services between April 2017 and March 2018 across the Trust.

Table 2: 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

Table 3: 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

Table 4: 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

Table 5: Face-to-face bookings by department

There were 2,946 serviceable face-to-face bookings by department in 2017/18 up from 2,689, a 9.5% increase from the previous year.

Appointment type	Total serviceable jobs	Total serviced jobs
Clinical Support Services	1,884	1,853
Women's, Children's, HIV, Sexual Health, Dermatology	559	547
Medicine and Surgery	349	339
Non-Clinical Support	153	151
Other	1	1