

## **Equality and Diversity Report 2014 Stafford Skincare**

Dermatology Service, Rowley Hall Hospital, Stafford

Patients attending Stafford Skincare's NHS Community Dermatology Clinic are asked to fill in an anonymised Patient Experience Survey, the format of which is based on NICE Guidance (CG138). The Survey gives people and their carers the opportunity to comment on various aspects of the Dermatology service including:

- Staff attitude and communication
- Opportunity to discuss their skin problem and treatment plan
- Were their views listened to?
- Privacy and dignity
- How convenient were the clinics to attend
- Was information provided regarding the skin complaint

Additional questions relate to The Equality Act 2010 which describes eight "protected characteristics" including:

- Race
- Sex
- Disability
- Sexual orientation
- Religion or belief
- Gender reassignment
- Age
- Pregnancy and maternity

Analysing this information will help to see if any group of patients (*e.g.* patients aged 75+ years) are discriminated against either directly or in an indirect manner.

### **Results**

#### **Race**

96% of patients attending Stafford Skincare described themselves as "British or mixed British"

#### **Sex**

40% of people attending the clinic were male; 60% were female

#### **Disability**

5% of patients reported a disability.

#### **Age**

The majority of patients reported that they were in the 60 -69 year old age band.

## **Postcodes**

Only one patient who attended Stafford Skincare's NHS Community Clinic did not live in the Stafford and Surrounds catchment area.

## **Summary of Patient Experience Reports**

135 people returned a completed questionnaire this year (2014), giving an 82% response rate. The results of the current and the last 2 years' surveys are summarised below:

### **Privacy and Dignity**

2012: "very good" – 87%, "good" – 13%

2013: "very good" – 85%, "good" – 15%

2014: "very good" – 96%, "good" – 4%

### **Opportunity to discuss the problem and the treatment plan**

2012: "very good" – 96%, "good" – 4%

2013: "very good" – 85%, "good" – 15%

2014: "very good" – 96%, "good" – 4%

### **Were your views listened to?**

2012: "very good" – 91%, "good" – 9%

2013: "very good" – 85%, "good" – 15%

2014: "very good" – 96%, "good" – 4%

### **Staff Attitude and Communication**

2012: "very good" – 61%, "good" – 35%, "neither good nor bad" – 4%

2013: "very good" – 85%, "good" – 15%

2014: "very good" – 92%, "good" – 6%, "neither good nor bad" – 2%

### **How easy was it to get to the clinic?**

2012: "very easy" – 70%, "easy" – 26%, "difficult" – 4%

2013: "very easy" – 62%, "easy" – 29%, "neither easy nor difficult" – 8%, "difficult" – 1%

2014: "very easy" – 74%, "easy" – 20%, "neither easy nor difficult" – 4%, "difficult" – 2%

### **Receiving information on their skin condition**

2012: "Yes" – 83%, "No" – 4%, "Not Answered" – 13%

2013: "Yes" – 95%, "No" – 5%

2014: "Yes" – 98%, "No" – 2%

## **Equality and Diversity Analysis**

In 2012, younger people, females, and those not living in Stafford, were more likely to rate the service as "good" or "neither good nor bad". People

living in Stafford in general found the clinic "very easy" to access; those living further away found it more difficult. There was no difference in age or gender between these groups. Patients reporting a disability found it "very easy" to access. People who did not answer or who did not receive information were slightly older and more likely to be male.

In 2013, the majority of patients found the service to be "very good". People who rated the service as "good" were more likely to be female and less likely to be British or mixed British. Patients who found the clinic "very easy" or "easy" to access were more likely to be male, slightly younger and those living in the ST16 or ST17 Post Code areas compared to those who found it more difficult. All patients registered as "disabled" found the clinic "very easy" to access. All patients who reported that they had not received written information were male.

It was more difficult to undertake a meaningful analysis in 2014, as most respondents found the service to be "very good" and 98% received information on their skin condition. There was no particular group of people who found the clinic more or less easy to access as regards gender, age, race or disability.

### **Were the Equality Objectives from 2012 & 2013 achieved?**

1. To provide information for >90% patients:
  - In 2013, 95% of patients reported that they had received information on their skin condition
  - In 2014, 98% of patients reported that they had received information on their skin condition
2. To improve Staff attitude and Communication, with >75% of patients reporting that it is "very good":
  - In 2013, 85% of patients rated this aspect of the service as "very good"; 15% of patients rated it as "good"
  - In 2014, 92% of patients rated this aspect of the service as "very good"; 6% of patients rated it as "good"

### **Equality Objectives for 2015**

To maintain the standards of patient care and experience described in this Survey.