

## **Equality and Diversity Report 2018**

Stafford Skincare (Cannock and Lichfield Clinics)

Dr Anne Ward, Consultant Dermatologist. 14.04.18

A total of 36 consecutive patients attending Stafford Skincare (Cannock 16; Lichfield 20) in March 2018 were invited to complete an anonymous Patient Experience Survey. The Survey is based on "Patient Experience in adult NHS services: improving the experience of care for people using adult NHS services" (2012, NICE CG138). It also incorporates the updated guidance on information sharing from the Caldicott Review: information governance in the health and care system (2013).

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
- Sharing Patient Information with Friends, Family and Carers
- Raising Concerns and Complaints

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.

## **Demographics**

### **Ethnicity**

All 36 people answered this question: 94% of people attending Stafford Skincare in 2018 described themselves as "British or mixed British". Previous Reports were 96% (2012); 81% (2013); 96% (2014); 97% (2015); 94% (2016); 95% (2017).

### **Gender**

33 out of 36 people answered this question: Of those answering, 58% of people attending Stafford Skincare were female, with similar ratios of male-to-female attending the Cannock and Lichfield Clinics. This is in contrast to last year's results which showed a very high number of patients attending the Lichfield Clinic were female (90%), giving an overall female attendance of 74%.

## Disability

Two people did not answer this question. The remaining 34 people reported that they had no registered disability. The Reported prevalence of disability in previous years was 4% (2012), 9% (2013), 5% (2014) and 12% (2015); 4% (2016); 10% (2017).

## Age

The majority of patients were over 40 years' old, particularly at the Lichfield Clinic. Proportionally, younger people were more likely to attend the Cannock Clinic than at Lichfield. This is a similar trend to last year.

## Summary of Patient Experience Reports

### Privacy and Dignity

Over the last 7 years, 85% - 97% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

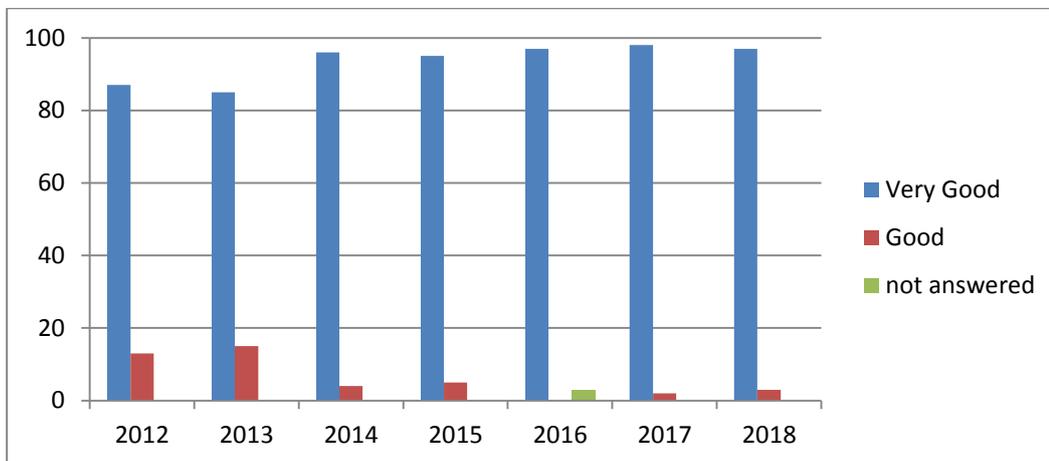


Table 1: Privacy & Dignity

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

Over the last 7 years, 85% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

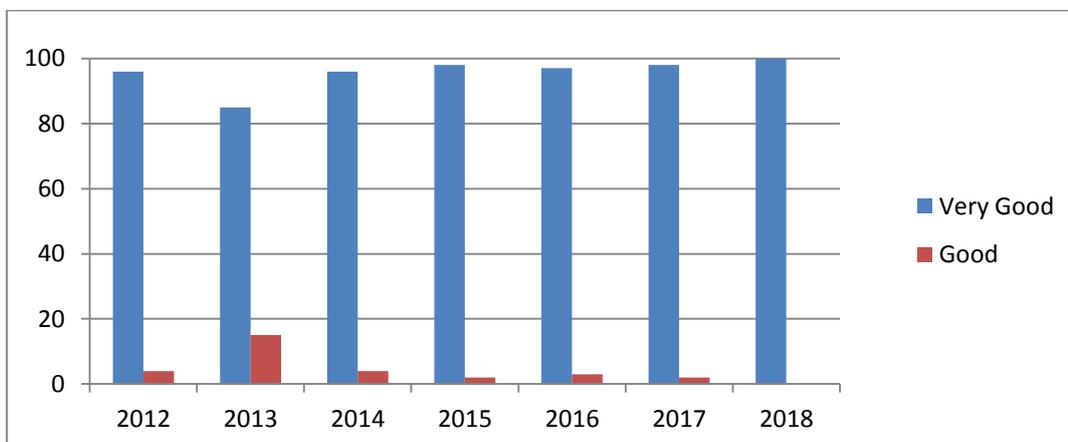


Table 2: Opportunity to discuss Treatment Plan

### Were your views listened to?

Over the last 7 years, 85% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, the rating was “good”. Nobody rated the Clinic as “bad” or “very bad”.

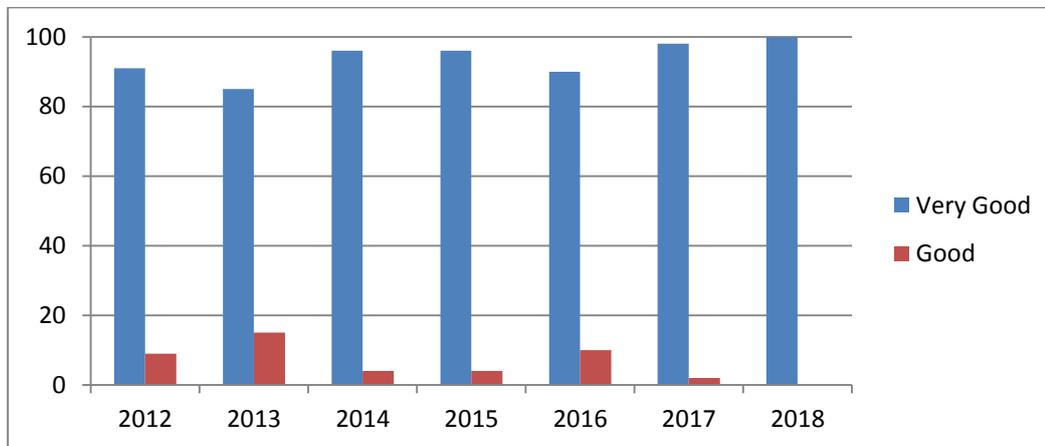


Table 3: Were your Views listened to?

### Staff Attitude and Communication

Over the last 7 years, 61% - 100% of people rated Stafford Skincare as “very good”; as shown below. Otherwise, most people rated the Clinic as “good”, although a number of people have described Staff Attitude and Communication as neither good nor bad in 2012, 2014 and 2015. Nobody rated the Clinic as “bad” or “very bad”. This has been an area for active improvement over the years, receiving a score of 100% “very good” in 2018.

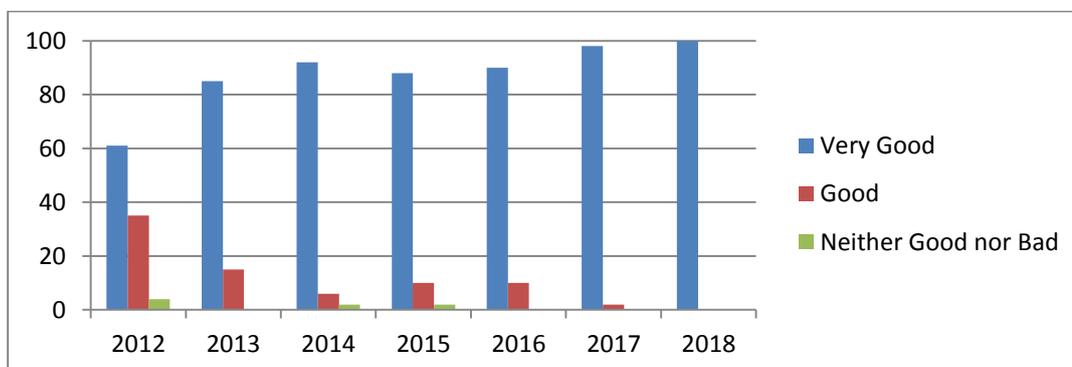


Table 4: Staff Attitude & Communication

### Information Sharing

The questionnaire asked whether people were happy for information about their skin problem to be shared with their Carer / Friend / Family member. Unfortunately, this year, the phrase “if someone had attended the Clinic with them” was omitted from the question. Also, it was not possible from the question / answer to see whether someone had attended clinic with the patient. This may explain why the majority of people answered “not applicable” (27), 3 said “yes” and 6 said “no”. Going forwards, the question will be more specific to remove any confusion as to how to answer it.

## **Raising Concerns / Complaints**

All patients (100%) stated that they had received information about what to do / who to contact if they had questions or concerns about their treatment.

## **Friends and Family Test**

All patients (100%) would recommend Stafford Skincare, both Lichfield and Cannock Clinics, to Friends and Family.

## **Equality and Diversity Analysis**

This year's Equality and Diversity Report shows similar "protected characteristics" – ethnicity, gender, disability at the Cannock and Lichfield Clinics. A younger age group may attend the Cannock Clinic.

There was no difference in Patient Experience and Raising Concerns or Complaints in relation to age, gender, disability status or ethnicity, but the overall high scores across the board made it difficult to analyse. In an attempt to simplify the questionnaire, the full question on Sharing Information with Friends / Family / Carers was omitted and it was not possible from the results to see if the patient attended alone or with someone.

## **Were the Equality Objectives from previous years achieved?**

1. Previous Equality and Diversity Reports examined whether Patient Information had been provided, with a target score of 90%. Since 2013, the score had remained steady between 95% - 100%, so was not asked in 2018.
2. A low score of 61% in 2012, prompted action to improve Staff Attitude and Communication, with a target score of >75% of patients reporting that it is "very good":
  - In 2017, 98% of patients rated this aspect of the service as "very good"; 2% of patients rated it as "good".
  - In 2018, 100% of patients rated this aspect of the service as "very good"
3. 100% People attending Stafford Skincare would recommend the Clinic to Friends and Family.

## **Equality Objectives for 2018**

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

To re-word the question on information sharing, to ensure that guidance from the Caldicott Review is being followed.

Date: 14.04.18

.....  
Kathleen Anne Ward  
GMC: 3190085