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NHS Greater Glasgow and Clyde  
Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties)(Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues. Please refer to the EQIA Guidance Document while completing this form. Please note that prior to starting an EQIA all Lead Reviewers are required to attend a Lead Reviewer training session or arrange to meet with a member of the Equality and Human Rights Team to discuss the process. Please contact [alastair.low@ggc.scot.nhs.uk](mailto:alastair.low@ggc.scot.nhs.uk) for further details or call 0141 2014560.

Name of Policy/Service Review/Service Development/Service Redesign/New Service:

General Practitioner (GP) budget

Is this a: Current Service ☒ Service Development ☐ Service Redesign ☐ New Service ☐ New Policy ☐ Policy Review ☐

Description of the service & rationale for selection for EQIA: (Please state if this is part of a Board-wide service or is locally driven).

***What does the service or policy do/aim to achieve? Please give as much information as you can, remembering that this document will be published in the public domain and should promote transparency.***

Glasgow City HSCP utilises the GP budget to pay a number of independent GP contractors for in reach support they provide to Care Homes who fulfil Hospital Discharge pathways via Intermediate Care or time limited Interim Care Beds and for cross charge payments by the HSCP to GGHB for Consultant input to Care Homes.

In 2019, following a legal challenge, Glasgow City Council and GGHB ceased the use of 2 care homes who provided Care Home beds for service users who were in acute, fit for discharge but required Adults With Incapacity (AWI) powers to be granted in order to facilitate a long term care plan. Consultant Geriatrician cover was provided to the service users at the time by GGHB who cross charged Glasgow City HSCP. The service is no longer being provided and payments have now ended.

Glasgow City HSCP, provides Intermediate Care (IC) pathway to support Hospital Discharge. Currently this service is provided across the 3 localities in 6 Care Homes, each of the care homes having a dedicated GP service. One care home has no GP cover as the GP has withdrawn from the contract with no alternate GP agreeing to take over. Following a re tender of the IC contract, the number of IC units delivering the service from May 2022 will reduce to 5 from 6, this is in line following review of percentage occupancy and the development of further pathways that support Hospital Discharge.

To support Hospital Discharge during the Covid pandemic several care homes were identified to provide a dedicated number of Care Home beds to assist speedy discharge from acute and provide further assessment by the HSCP. These Care Home beds were time limited and each had a dedicated GP aligned to them. Take up by service users and their families of these beds was limited, often due to the location and the temporary nature of them. Use of these beds has ended and the GP contract is no longer required.

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***Why was this service or policy selected for EQIA? Where does it link to organisational priorities? (If no link, please provide evidence of proportionality, relevance, potential legal risk etc.)***

This budget proposal was selected to be EQIA assessed in order to understand if/any implications for individuals whom fall into/identify as one of the nine protected characteristic groups. We wanted to understand if there are any implications for the budget proposal any actions that we may need to take and if any gaps existed as we make the changes.

Hospital discharge pathways are under constant review and change dependent on scrutiny of evidence based research and data analysis, this work sits within shifting the balance of care and enabling independent living for longer as 2 of the 5 strategic priorities for health and social care in Glasgow

The change in the budget poses no proportionate risks and no legal risks for the organisation.

**Who is the lead reviewer and when did they attend Lead reviewer Training? (Please note the lead reviewer must be someone in a position to authorise any actions identified as a result of the EQIA)**

<b>Name:</b> Jacqui McGoldrick	<b>Date of Lead Reviewer Training:</b> N/A
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**Please list the staff involved in carrying out this EQIA**

**(Where non-NHS staff are involved e.g. third sector reps or patients, please record their organisation or reason for inclusion):**

N/A

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		<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
1.	What equalities information is routinely collected from people currently using the service or affected by the policy? If this is a new service proposal what data do you have on proposed service user groups. Please note any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.	<i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i>	<p>The change of the budget does not directly affect service users but will affect GP contractor's</p> <p>Care home providers who provide IC will comply with equality processes and gather equality information of service users. Furthermore through social work assessments and reviews, demographic information and equality information is collected</p>	N/A
		<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
2.	<p>Please provide details of how data captured has been/will be used to inform policy content or service design.</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p>	<i>A physical activity programme for people with long term conditions reviewed service user data and found very low uptake by BME (Black and Minority Ethnic) people. Engagement activity found promotional material for the interventions was not representative. As a result an adapted range of materials were</i>	Not applicable as there is no service re-design.	N/A

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	1) Remove discrimination, harassment and victimisation <input type="checkbox"/>  2) Promote equality of opportunity <input type="checkbox"/>  3) Foster good relations between protected characteristics. <input type="checkbox"/>  4) Not applicable <input type="checkbox"/>	<i>introduced with ongoing monitoring of uptake. (Due regard promoting equality of opportunity)</i>		
	<i>Example</i>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>	
3.	<p><b>How have you applied learning from research evidence about the experience of equality groups to the service or Policy?</b></p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p>	<i>Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care environment. Research suggested that young LGBT+ people had a disproportionately difficult time through exposure to bullying and harassment. As a result staff were trained in LGBT+ issues and were more confident in asking related questions to young people. (Due regard to removing discrimination,</i>	There has been no service re-design therefore not applicable. The service is not delivered directly the Glasgow HSCP and will no disproportionately impact service users and equality groups.	N/A

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	3) Foster good relations between protected characteristics <input type="checkbox"/>  4) Not applicable <input type="checkbox"/>	<i>harassment and victimisation and fostering good relations).</i>		
		<i>Example</i>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
4.	<p>Can you give details of how you have engaged with equality groups with regard to the service review or policy development? What did this engagement tell you about user experience and how was this information used?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p>	<p><i>A money advice service spoke to lone parents (predominantly women) to better understand barriers to accessing the service. Feedback included concerns about waiting times at the drop in service, made more difficult due to child care issues. As a result the service introduced a home visit and telephone service which significantly increased uptake.</i></p> <p><i>(Due regard to promoting equality of opportunity)</i></p> <p><i>* The Child Poverty (Scotland) Act 2017 requires organisations to take actions to reduce poverty for children in</i></p>	<p>There is no specific engagement on this budget proposal with any groups..</p>	<p>N/A</p>

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	4) Not applicable	<i>households at risk of low incomes.</i>		
		<i>Example</i>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
5.	<p><b>Is your service physically accessible to everyone? If this is a policy that impacts on movement of service users through areas are there potential barriers that need to be addressed?</b></p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of a fire.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation).</i></p>	<p>Yes the services are physically accessible to everyone. The budget proposal will not directly affect the accessibility to the service for service users with disabilities.</p> <p>There are no potential barriers to be addressed.</p>	N/A

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		<b>Example</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
6.	<p><b>How will the service change or policy development ensure it does not discriminate in the way it communicates with service users and staff?</b></p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p> <p>The British Sign Language (Scotland) Act 2017 aims to raise awareness of British Sign Language and improve access to services for those</p>	<p><i>Following a service review, an information video to explain new procedures was hosted on the organisation's YouTube site. This was accompanied by a BSL signer to explain service changes to Deaf service users.</i></p> <p><i>Written materials were offered in other languages and formats.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation and promote equality of opportunity).</i></p>	<p>There will be no change in the way in which the budget proposal and changes will communicate with service user, staff and stakeholders.</p>	<p>N/A</p>

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	using the language. Specific attention should be paid in your evidence to show how the service review or policy has taken note of this.			
7	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required	
(a)	<p><b>Age</b></p> <p>Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>There will be no additional barriers or disproportionate effects for service users based on their age. Currently, overwhelmingly the age demographic of 65+ is using the Hospital discharge pathways. However the budget ranges between both adult and older people however service users will not be directly affected.</p>	N/A	

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<b>(b)</b>	<b>Disability</b>  <b>Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?</b>  <b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b>  <b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/>  <b>2) Promote equality of opportunity</b> <input type="checkbox"/>  <b>3) Foster good relations between protected characteristics.</b> <input type="checkbox"/>  <b>4) Not applicable</b> <input type="checkbox"/>	<p>The service will still be available to individuals with disabilities and additional support requirements. Any requirements based on someone's disability will be identified through the assessment processes</p> <p>.</p>	N/A
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
<b>(c)</b>	<b>Gender Identity</b>  <b>Could the service change or policy have a disproportionate impact on people with the protected characteristic of gender identity?</b>  <b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b>	<p>Gender Identity won't be affected by the budget proposal. Gender identity is something considered within social work assessment, reviews and delivery of the service.</p>	<u>N/A</u>

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	<b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/> <b>2) Promote equality of opportunity</b> <input type="checkbox"/> <b>3) Foster good relations between protected characteristics</b> <input type="checkbox"/> <b>4) Not applicable</b> <input type="checkbox"/>		
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(d)	<b>Marriage and Civil Partnership</b>  <b>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?</b>  <b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b>  <b>1) Remove discrimination, harassment and victimisation</b> <input type="checkbox"/> <b>2) Promote equality of opportunity</b> <input type="checkbox"/> <b>3) Foster good relations between protected characteristics</b> <input type="checkbox"/> <b>4) Not applicable</b> <input type="checkbox"/>	Not affected by the budget proposal.	N/A

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(e)	<p><b>Pregnancy and Maternity</b></p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	Not affected by the budget proposal.	N/A
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(f)	<p><b>Race</b></p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p>	Not affected by the budget proposal.	N/A

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	<p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
(g)	<p><b>Religion and Belief</b></p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	Religious beliefs are supported through social work assessment, reviews and the delivery of the service. This will not be affected by the proposed budget.	N/A
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(h)	<b>Sex</b>	There will be no direct impact on equality groups based on sex. Whilst we recognise that woman are more likely to be in recipient in 65+ care homes, the level of care they receive is of	N/A

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	<p><b>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>the same standards as those not of the same sex. The care is not provided by the HSCP. The proposal will not affect service users on the basis of sex.</p>	
(i)	<p><b>Sexual Orientation</b></p> <p><b>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?</b></p> <p><b>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</b></p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p>	<p>The budget proposal will not disproportionately impact equality groups or individuals based on their sexual orientation.</p>	<p>N/A</p>

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	<p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
	<b>Protected Characteristic</b>	<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
(j)	<p><b>Socio – Economic Status &amp; Social Class</b></p> <p>Could the proposed service change or policy have a disproportionate impact on the people because of their social class or experience of poverty and what mitigating action have you taken/planned?</p> <p>The Fairer Scotland Duty (2018) places a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage in strategic planning. You should evidence here steps taken to assess and mitigate risk of exacerbating inequality on the ground of socio-economic status.</p>	There will be no direct impact on equality groups based on individuals with lower income/assets	
(k)	<p><b>Other marginalised groups</b></p> <p>How have you considered the specific impact on other groups including homeless people, prisoners and ex-offenders, ex-service personnel, people with addictions, people involved in prostitution, asylum seekers &amp; refugees and travellers?</p>	We have identified other marginalised groups and recognised there will be no disproportionate impacts on those groups on the basis of the proposed budget change.	N/A
8.	Does the service change or policy development include an element of cost savings? How have you managed this in a way that will not disproportionately impact on protected characteristic groups?	Yes. We have managed this through this EQIA assessment.	N/A

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	<p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
		<b>Service Evidence Provided</b>	<b>Possible negative impact and Additional Mitigating Action Required</b>
9.	<b>What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.</b>	HSCP/NHSGGC have statutory and mandatory equality training through the induction programme and ongoing opportunities. HSCP/NHSGGC staff also have the opportunity to carry out EQIA training.	Should staff request further equality training this is something we will make accessible.

10. In addition to understanding and responding to legal responsibilities set out in Equality Act (2010), services must pay due regard to ensure a person's human rights are protected in all aspects of health and social care provision. This may be more obvious in some areas than others. For instance, mental health inpatient care or older people's residential care may be considered higher risk in terms of potential human rights breach due to potential removal of liberty, seclusion or application of restraint. However risk may also involve fundamental gaps like not providing access to communication support, not involving patients/service users in decisions relating to their care, making decisions that infringe the rights of carers to participate in society or not respecting someone's right to dignity or privacy.

The Human Rights Act sets out rights in a series of articles – right to Life, right to freedom from torture and inhumane and degrading treatment, freedom from slavery and forced labour, right to liberty and security, right to a fair trial, no punishment without law, right to respect for private and family life, right to freedom

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of thought, belief and religion, right to freedom of expression, right to freedom of assembly and association, right to marry, right to protection from discrimination.

Please explain in the field below if any risks in relation to the service design or policy were identified which could impact on the human rights of patients, service users or staff.

No risks to human rights were identified in relation to the proposed budget change.

Please explain in the field below any human rights based approaches undertaken to better understand rights and responsibilities resulting from the service or policy development and what measures have been taken as a result e.g. applying the PANEL Principles to maximise Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality or FAIR\* .

Not available. Further engagement processes, if required will be inclusive of the Panel Approach and take into consideration a human rights based approach.

\*

- **Facts:** What is the experience of the individuals involved and what are the important facts to understand?
- **Analyse rights:** Develop an analysis of the human rights at stake
- **Identify responsibilities:** Identify what needs to be done and who is responsible for doing it
- **Review actions:** Make recommendations for action and later recall and evaluate what has happened as a result.

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Having completed the EQIA template, please tick which option you (Lead Reviewer) perceive best reflects the findings of the assessment. This can be cross-checked via the Quality Assurance process:

- ☐ **Option 1: No major change (where no impact or potential for improvement is found, no action is required)**
- ☐ Option 2: Adjust (where a potential or actual negative impact or potential for a more positive impact is found, make changes to mitigate risks or make improvements)
- ☐ Option 3: Continue (where a potential or actual negative impact or potential for a more positive impact is found but a decision not to make a change can be objectively justified, continue without making changes)
- ☐ Option 4: Stop and remove (where a serious risk of negative impact is found, the plans, policies etc. being assessed should be halted until these issues can be addressed)

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11. If you believe your service is doing something that 'stands out' as an example of good practice - for instance you are routinely collecting patient data on sexual orientation, faith etc. - please use the box below to describe the activity and the benefits this has brought to the service. This information will help others consider opportunities for developments in their own services.

N/A

Actions – from the additional mitigating action requirements boxes completed above, please summarise the actions this service will be taking forward.

Date for completion

Who is responsible?(initials)

Ongoing 6 Monthly Review    please write your 6 monthly EQIA review date:

Lead Reviewer:

EQIA Sign Off:

Name

Job Title

Signature

Date

Jacqui McGoldrick

Head of Service, NE, Older People and Primary Care

*Jacqui McGoldrick*

7<sup>th</sup> March 2022

Once complete please e-mail a copy of the assessment to [alastair.low@ggc.scot.nhs.uk](mailto:alastair.low@ggc.scot.nhs.uk) for quality assurance (QA). Please note QA offers advice on content and is an optional process for HSCPs who can proceed directly to publication if required.

Quality Assurance:

Name

Job Title

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**Signature**  
**Date**

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**NHS GREATER GLASGOW AND CLYDE EQUALITY IMPACT ASSESSMENT TOOL  
MEETING THE NEEDS OF DIVERSE COMMUNITIES  
6 MONTHLY REVIEW SHEET**

Name of Policy/Current Service/Service Development/Service Redesign:

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Please detail activity undertaken with regard to actions highlighted in the original EQIA for this Service/Policy

		Completed	
		Date	Initials
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			

Please detail any outstanding activity with regard to required actions highlighted in the original EQIA process for this Service/Policy and reason for non-completion

		To be Completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

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Please detail any new actions required since completing the original EQIA and reasons:

		To be completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

Please detail any discontinued actions that were originally planned and reasons:

Action:	
Reason:	
Action:	
Reason:	

Please write your next 6-month review date

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Name of completing officer:

Date submitted:

Please email a copy of this EQIA to [alastair.low@ggc.scot.nhs.uk](mailto:alastair.low@ggc.scot.nhs.uk) or send to Equality and Human Rights Team, NHS Greater Glasgow and Clyde, JB Russell House, Gartnavel Royal Hospitals Site, 1055 Great Western Road, G12 0XH. Tel: 0141-201-4817.

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