

Equality analysis template

Introduction

An Equality Impact Assessment (or EIA) is a tool to help you demonstrate that you have considered the needs of people and communities when devising a policy, planning a project or making a commissioning decision. The process also involves making sure that implementing the policy, project or proposal will not lead to discrimination and addresses health inequalities, both of which the CCG has a legal duty to do.

The aim is to identify positive and negative impacts on equality and to mitigate or remove any negative impacts. If one or more negative impacts cannot be mitigated or removed you will need to justify how it/they are proportionate to achieve the legitimate aim of the policy, plan or project.

Checklist

Before you complete the EIA you will need the following information:

- General details - title of project, responsible Director
- Purpose of the policy, project, proposal or decision
- The findings from any staff and/ or patient and public involvement undertaken as part of the project
- Evidence about how people and communities will be affected by this policy, project or proposal. This information will help you consider both adverse and positive impacts on the following groups (known as protected characteristics):
 - ❖ Age
 - ❖ Disability
 - ❖ Gender reassignment
 - ❖ Marriage and civil partnership
 - ❖ Pregnancy and maternity
 - ❖ Race
 - ❖ Religion or belief
 - ❖ Sex
 - ❖ Sexual orientation

You may also need to consider the impact of other factors like poverty, whether people affected live in rural areas, and so on.

To complete the EIA and summarise your findings as an Equality Statement, you will work through the following questions:

- What are you proposing to do?
- Why are you doing it?
- Who is intended to benefit from this proposal?
- What evidence is available about the needs of the relevant equality groups?
- What equality issues or impacts have you identified?
- What do you propose to do to manage the impacts?
- What potential mitigating actions can you take?

Please complete the template by following the instructions in each box. If you would like support in completing this form, please contact the CCG equalities leads:

nickbirtley@nhs.net or clairepond@nhs.net

Equality analysis

Title of policy, project or proposal:

Proposal to merge Bursledon Surgery with Blackthorn Health Centre, and for all daytime face to face appointments to take place at Blackthorn Health Centre (as they have been since March 2020 due to the pandemic).

Name of lead manager:

Martyn Rogers, Head of Primary Care (South West Hampshire), CCG

Tom Sheppard, Head of Communications and Engagement, CCG

Directorate: Primary care

Q1 What are the intended outcomes of this policy, project or proposal?

At present, patients registered with Bursledon Surgery (approximately 4,500 patients) have their GP services provided by Blackthorn Health Centre. This temporary arrangement follows the retirement in December 2019 of the sole GP previously running Bursledon Surgery.

In discussion with the CCG, Blackthorn Health Centre now proposes to make these temporary arrangements permanent from October 2021, if agreed by the NHS Clinical Commissioning Group.

The coronavirus pandemic meant that Bursledon Surgery was used as a hub for consultations with patients from across the Eastern Southern Parishes with a suspected COVID-19 infection and, more recently, as a vaccination site supporting our highly successful delivery of the COVID-19 vaccination programme.

Whilst Bursledon Surgery has been used for other purposes since spring 2020, patients have been offered 'face to face' appointments at Blackthorn Health Centre or remote consultation offered via telephone, video or online.

The proposal confirms that all GP services for all patients of both practices will in future be provided only from Blackthorn Health Centre. The proposal intends to create a single stable practice able to deliver high quality continuing care to all patients from a single site.

If the proposal is accepted, it means that the Lowford Centre surgery site would continue to have an important role in the delivery of NHS primary care services within the local area.

The Lowford Centre surgery site would be used as a base for new staff employed by practices across the Eastleigh Southern Parishes (which includes Hedge End Medical Centre and West

End Surgery as well as Blackthorn Health Centre and Bursledon Surgery patients) to support GPs in the delivery of care to their patients, e.g. social prescribers, care navigators, physiotherapists, mental health practitioners, clinical pharmacists, youth counselling services and health and wellbeing coaches. It will also be used as a base for GP services at evenings and weekends, known locally as Appointments+ or 'the Hub' (currently based in Botley Health Centre). The Hub service is accessible for any patients in the local and wider area.

Q2 Who will be affected by this policy, project or proposal?

Identify whether patients, carers, communities, CCG employees, and/ or NHS staff are affected.

All patients registered with Bursledon Surgery will be directly affected, with the current site at the Lowford Centre no longer providing GP services in the daytime hours (Monday to Friday, 8.00am – 6.30pm, excluding Bank Holidays).

Patients at Blackthorn Health Centre (approximately 13,000 patients) may be impacted by the proposal due to an increased list, but otherwise will experience no further change. This proposal changes neither the level of service provided to Blackthorn Health Centre patients nor the location services are delivered from.

Patients moving to the Eastleigh Southern Parishes area wishing to register with a local GP practice may be impacted due to reduced number of practices.

Evidence

Q3 What evidence have you considered?

Consider, for example, national drivers, local drivers, Public Health data, ONS data, and any pilots undertaken nationally or locally.

The demographics of patients registered with both practices has been considered, using the most recent data available.

Feedback from patient and stakeholder engagement into the proposal during the summer months of 2021 has also been considered.

Age

Consider and detail (including the source of any evidence) across age ranges on old and younger people.

The proposal may have a negative impact on the characteristic of age from patients registered at Bursledon Surgery who live closer to that site than to Blackthorn Health Centre. All existing services will continue to be provided to all patients regardless of age, but the location of sites will change. The location for Blackthorn Health Centre registered patients (approximately 75% of this proposal) will not change and therefore there will be no impact for that cohort of patients.

People who are older may have less mobility and less access to private transport (e.g. car) or the ability to walk longer distances. Young children dependent on adults may struggle due to lack of public transport connections between sites. This would not affect all patients in the

same way because some patients registered with Bursledon Surgery may live closer to the Blackthorn Health Centre site.

Public transport between the Bursledon and Lowford area to the Blackthorn Health Centre site is limited. However, this cannot be mitigated by the practice or CCG. Therefore, if there is a demand for an increase in local public transport services, this should be addressed with Hampshire County Council. In addition, the practice works (and supports) the use of Neighbourhood Transport schemes, such as Bursledon / Hamble Good Neighbours.

Of the total number of patients 65+ who are registered within the Bursledon area (postcode begins with SO31 8*), 51% of these patients are already registered at Blackthorn Health Centre.

Blackthorn Health Centre utilised additional consultation methods (such as telephone and eConsultations) prior to the pandemic. As a result, they are already better prepared to continue holding consultations with patients virtually (e.g. via telephone) which may help to mitigate the change in location.

As part of the physical Bursledon Surgery building changing to the PCN Hub, the external post box located outside the practice will no longer be accessible by Bursledon Surgery / Blackthorn Health Centre staff. As a result, the small number of prescriptions / post hand-delivered there will need to be manually delivered to Blackthorn Health Centre. Prescriptions can also be sent to the practice online or via the patient's local pharmacy / chemist.

Engagement feedback suggests many patients are concerned older people may have less access to digital means.

Disability (physical and mental)

Consider and detail (including the source of any evidence) the impact on people with different kinds of disability (this might include attitudinal, physical and social barriers). Certain medical conditions are automatically classed as being a disability – for example, cancer, HIV infection, multiple sclerosis.

The proposal may have a negative impact on people with physical health disabilities. The change in sites will mean there is further to travel for those patients registered with Bursledon Surgery who live closer to that site than to Blackthorn Health Centre. The location for Blackthorn Health Centre registered patients will not change and therefore there will be no impact for that cohort of patients.

The proposal to move may have a neutral impact for people with mental health disabilities, but it is important to consider how a change in service or location may cause anxiety or stress to an individual, particularly with existing health needs. The proposal also notes the importance of continuity of care with patients typically seeing the same or familiar health practitioner who is specialist for their needs.

Dementia

Given the CCGs commitment to commissioning “Dementia Friendly” services, consider and detail any impact on people with dementia.

The change in location may cause difficulties for carers who are supporting people with

dementia when travelling to the practice who are registered with Bursledon Surgery and live closer to that site than to Blackthorn Health Centre. The location for Blackthorn Health Centre registered patients will not change and therefore there will be no impact for that cohort of patients.

The level of services available for people with dementia will not change.

Blackthorn Health Centre are a registered 'Dementia Friendly' Practice.

Gender reassignment (including transgender)

Consider and detail (including the source of any evidence) on transgender people. Issues to consider may include same sex/mixed sex accommodation, ensuring privacy of personal information, attitude of staff and other patients.

Under this proposal transgender people and people who are undergoing gender reassignment will be treated equally and fairly ensuring privacy is maintained.

Patients who have undergone or are in the process of gender reassignment will be treated as individuals and have the same access to services as they do now.

Marriage and civil partnership

Note: This protected characteristic is only relevant to the need to eliminate discrimination within employment. Where relevant, consider and detail (including the source of any evidence) on working arrangements, part-time working, infant caring responsibilities.

The proposal will affect all patients regardless of their marriage/civil partnership status.

Pregnancy and maternity

Consider how the policy project or proposal impacts on staff and detailed (including the source of any evidence) impact on Health and Safety at work and working arrangements such as part-time working, infant caring responsibilities. As well as service provision, where applicable, for service users consider facilities, such as child and parent parking, baby changing, breast feeding.

The proposal will affect all patients and all existing services will remain. People who are pregnant and/or have caring responsibilities for children will be expected to travel to a different site which may cause problems for those who are registered with Bursledon Surgery, live closer to that site, and struggle with mobility/ability to travel. The location for Blackthorn Health Centre registered patients will not change and therefore there will be no impact for that cohort of patients.

Race

Consider and detail (including the source of any evidence) the impact on groups of people defined by their colour, nationality (including citizenship), ethnic or national origins. This will include Roma gypsies, travellers, people from Eastern Europe, Nepalese and other South East Asian communities. It will also include language and different cultural practices and individual experience of health systems in other countries.

The proposal will affect all registered patients regardless of race.

Religion or belief

Consider and detail (including the source of any evidence) on people with different religions, beliefs or no belief. *May be particularly relevant when service involves intimate physical examination, belief prohibited medical procedures, dietary requirements and fasting, and practices around birth and death.*

The proposal will affect all registered patients regardless of religion or belief.

Sex (gender)

Consider and detail (including the source of any evidence) the impact on men and women (potential to link to carers below). This may include different patterns of disease for each gender, different access rates.

The proposal will affect all registered patients regardless of sex/gender.

Sexual orientation

Consider and detail (including the source of any evidence) the impact on heterosexual people as well as lesbian, gay and bisexual people.

The proposal will affect all registered patients regardless of sexual orientation.

Carers

Consider and detail (including the source of any evidence) *impact on people with caring responsibilities. This must include people who care for disabled relatives or friends (as specified in law to avoid discrimination by association) but should also consider patient/guardian(s) of children under the age of 18 years. Carers are more likely to have health problems related to stress and muscular-skeletal issues. They may have to work part-time, have shift-patterns, or face barriers to accessing services.*

The proposal will affect all registered patients, including carers. Services will remain the same for all patients but the change in location may cause difficulties for those who are registered with Bursledon Surgery, live closer to that site than to Blackthorn Health Centre, and have limited travel options/less mobility

Serving Armed Forces personnel, their families and veterans

The needs of these groups should be considered specifically. The CCG has a responsibility to commission all secondary and community services required by Armed Forces' families where registered with NHS GP Practices, and services for veterans and reservists when not mobilised (this includes bespoke services for veterans, such as mental health services).

The proposal will affect all patients. Bespoke services for armed forces personnel, their

families and veterans are not affected by this proposal.

Meeting psychological needs

The CCG is working to improve how services meet the psychological needs of patients. This recognises that an individual's experience of disease or illness, and/or their experience of treatment and time spent in care settings can cause stress and anxiety. This in turn, can impact on treatment and outcomes.

Do you have evidence of additional or unmet psychological need? Identify how the project, policy or decision could better meet the psychological needs of patients and carers. This might include staff training in Mental Health First Aid, signposting patients to sources of mental wellbeing support, provision of peer support or psychological therapy.

The proposal will affect all patients and services will remain the same. The commitment to continuity of care from the same clinician may better support those with psychological needs.

Other identified groups

Consider and detail and include the source of any evidence on different socio-economic groups, area inequality, income, resident status (migrants) and other groups experiencing disadvantage and barriers to access. This may therefore relate to: Poverty, living in rural areas, resident status (migrants and asylum seekers).

People on lower incomes who currently use Bursledon Surgery may be adversely affected if they rely on private transport and unable to walk to Blackthorn Health Centre.

The practice works (and supports) the use of Neighbourhood Transport schemes, such as Bursledon / Hamble Good Neighbours.

Involvement and consultation

For each engagement activity, briefly outline who was involved, how and when they were engaged, and the key outputs.

Q4 How have you involved stakeholders with an interest in protected characteristics in gathering evidence or testing the evidence available?

Patients registered with both practices and other local stakeholders were invited to take part in a survey and to feed back on the proposal. A separate engagement report has been compiled as part of the application.

The survey also included standard equality and diversity monitoring questions which the CCG uses on all of its public survey work. A copy of the results can be found in the application.

Q5 How have you involved stakeholders in testing the policy or programme proposals?

As above.

Q6 For each involvement activity, please state who was involved, how and when they were engaged, and the key outputs:

As above and in the main application.

Equality statement

Considering the evidence and engagement activity you listed above, please summarise the findings of the impact of your policy, project or proposal. Consider whether the evidence shows potential for differential impact, if so state whether adverse or positive and for which groups.

The proposal to merge contracts means the level of service will not change. However the change in location may adversely affect certain groups of people registered with Bursledon Surgery, as identified in this Equality Impact Assessment.

It is important to note some patients of Bursledon Surgery may live closer to Blackthorn Health Centre and therefore the proposed change could possibly mean less distance to travel. However the patient feedback has shown patients of Bursledon Surgery and Blackthorn Health Centre are concerned by the problems will travel due to traffic and limited public transport options in the area.

Positive impacts

Where there is evidence, provide a summary of the positive impact the policy, project or proposal will have for each protected characteristic, and any other relevant group or policy consideration. This should include outlining how equal opportunities will be advanced and good relations fostered between different groups.

The proposal includes a commitment to continuity of care with familiar/specialist clinicians by condensing services on to one site. Therefore, the care received may be better for patients as a result of this proposal.

Blackthorn Health Centre has a considerably larger workforce (both clinical and administrative) than Bursledon Surgery. As a result, patients can be consulted by a diverse range of clinicians.

Negative impacts

Where there is evidence, provide a summary of the potential or actual negative impact the policy, project or proposal will have for each protected characteristic, and any other relevant group or policy consideration. This should include a summary of actions to reduce or eliminate any negative impacts.

Age, physical disabilities, mental health disabilities, pregnant women, and carers have all been identified as potentially experiencing negative impacts as a result of this proposal.

Health inequalities

Please outline any health inequalities highlighted by the evidence (for example, differential access to services or worse health outcomes for particular groups or localities).

All patients will receive the same level of care as they do now because services will not change.

People who are registered with Bursledon Surgery and live closer to that site than to Blackthorn Health Centre have be adversely affected due to distance to site for face-to-face appointments increasing.

Action planning for improvement, and to address health equalities and discrimination

Please give an outline of the key actions based on any gaps, challenges and opportunities you have identified. Include here any general action to address specific equality issues and data gaps that need to be addressed through consultation or further research.

Action	Person responsible	By date	Progress/ review (Add new actions if required)
Monitor number of face-to-face appointments for Bursledon Surgery population, to understand whether the number of face-to-face appointments from those Bursledon Surgery patients registered within the Bursledon area decrease due to considerations raised in the EIA and patient feedback	Practice with CCG support	Ongoing	Three months following committee decision on proposal
Practice and CCG to reach out to local community to further understand patient access issues, and future impact in event proposal is approved	Practice with CCG support	Ongoing	Three months following committee decision on proposal
Practice and CCG to work with relevant highways authority, partner agencies and voluntary/community sector to understand traffic and travel considerations, and to explore possible mitigations such as community transport options	Practice with CCG support	Ongoing	Three months following committee decision on proposal

For your records

Name(s) of person who carried out this assessment: Ben Scorer and Yvette Quayle for Blackthorn Health Centre and Martyn Rogers / Tom Sheppard for the CCG

Date assessment completed: 3 September 2021

Date to review actions: Early January 2022

Name of responsible Director: Michael Ridgwell

Date assessment was approved: