

Summary Service Monitoring

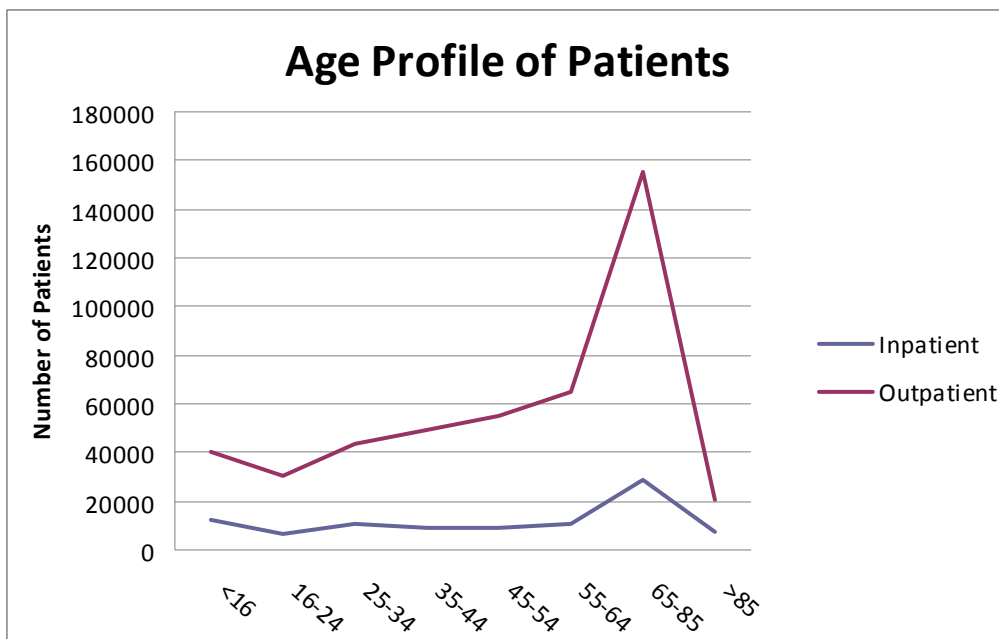
Demonstrating that patients, carers and communities from protected groups can readily access services and are not denied access on unreasonable grounds is key to delivering on our equality duty. This report looks at access to our service by protected characteristics as outlined in the Equality Act 2010. Where there are gaps in this data this is highlighted throughout the report and forms a key part of the recommendations.

The Trust’s inpatient and outpatient data is used to show the overall picture of access across the characteristics and this is followed by a snapshot of some services including urgent Care, lifestyle services, women and children’s and chest clinic. An analysis of the patient experience questionnaires by protected groups is also included in the report.

Key Headlines taken from the full report:-

Age

The age of patients attending the hospital is bias towards the older population, reflecting greater healthcare needs of this age cohort.

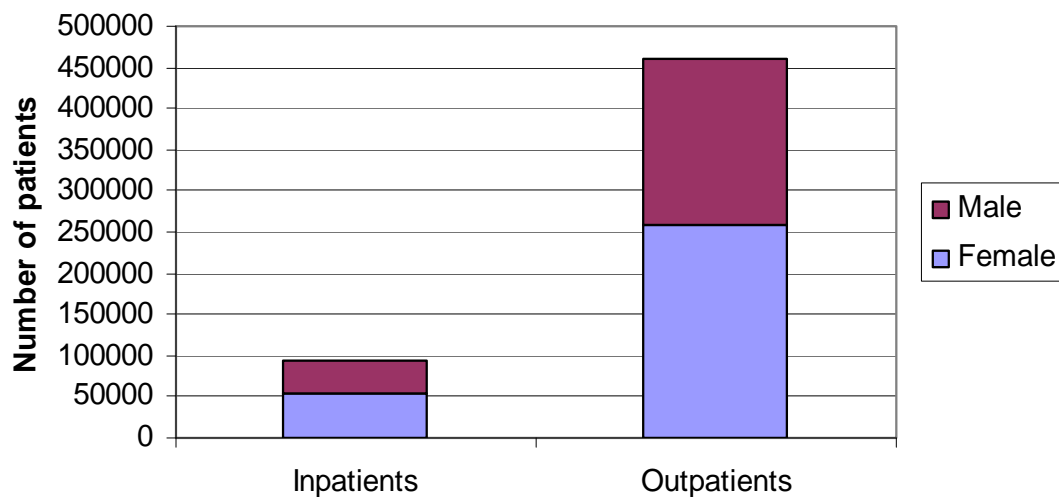


Gender

As with most healthcare services in the UK, women are more likely than men to use the Hospital at Stepping Hill – both as in-patients and as out-patients.

Despite making up just 51.29% of Stockport's population, 57% of all patients at Stepping Hill hospital were female.

Gender of patients



Ethnicity

In terms of ethnicity, access to hospital services is reasonably reflective of the local population.

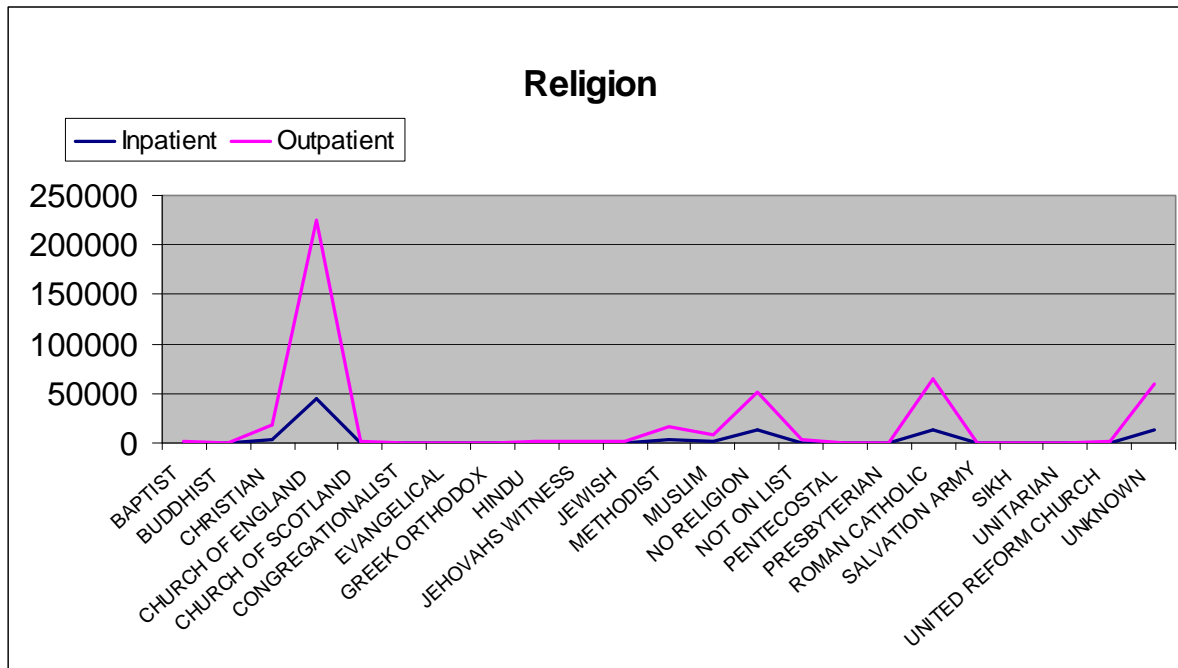
Ethnicity	In-patients 2009/10	Out-patients 2009/10	In-patients 2010/11	Out-patients 2010/11	Stockport residents 2001
White:					
British	86.3%	80.9%	87.0%	82.3%	92.9%
Irish	0.8%	0.9%	0.7%	0.9%	1.5%
Other White	1.8%	2.3%	1.8%	2.2%	1.3%
Mixed:					
White/Black Caribbean	0.2%	0.1%	0.2%	0.1%	0.3%
White/Black African	0.1%	0.1%	0.1%	0.1%	0.1%
White/ Asian	0.1%	0.1%	0.1%	0.1%	0.3%

Ethnicity	In-patients 2009/10	Out- patients 2009/10	In-patients 2010/11	Out- patients 2010/11	Stockport residents 2001
Other Mixed	0.2%	0.1%	0.2%	0.2%	0.1%
Asian/ Asian British: Indian	0.5%	0.5%	0.5%	0.5%	0.7%
Pakistani	0.8%	0.8%	0.8%	0.9%	1.0%
Bangladeshi	0.2%	0.1%	0.1%	0.2%	0.1%
Other Asian	0.3%	0.3%	0.3%	0.3%	0.3%
Black/ Black British: Black/ Black Caribbean	0.1%	0.2%	0.1%	0.1%	0.2%
African	0.2%	0.2%	0.1%	0.2%	0.1%
Other Black	0.1%	0.1%	0.0%	0.1%	0.1%
Other: Chinese	0.3%	0.3%	0.2%	0.3%	0.4%
Other Ethnicity	0.4%	0.4%	0.4%	0.3%	0.1%
Total BME*	3.5%	3.3%	3.1%	3.4%	3.8%
Total BME + WME*	6.1%	6.5%	5.6%	6.5%	6.6%
Not given	7.8%	12.6	7.3%	6.0%	0%

Religion or Belief

To ensure that services are flexible to the spiritual needs and cultural beliefs of patients, the number of religions recorded at Stepping Hill Hospital is much higher than the generic categories recorded in census findings. As a result, at an initial glance it would appear that some religious groups are less likely or able to access the hospitals services.

For example, at the 2001 census, 75.42% of the Stockport population declared their religions are 'Christian', yet only 4.0% of patients at Stepping Hill Hospital recorded their religion as 'Christian'. However, when the number of patients from all denominations of Christianity are considered (including Church of England, Roman Catholic etc.) this figure rises to around 71%. Although this is still lower than census comparators, this is likely to reflect the increase in ethnic diversity in Stockport over the past decade since the census was conducted.



The overall picture of access, using the best available data, reflects broad similarity to local demographics however whilst our data around ethnicity, age, gender and religion has steadily improved there is a significant gap around the collection of data on disabilities and sexual orientation. A priority action, along with all equality issues, for securing improved outcomes is to institute a system of routine local monitoring of access to services, experience and outcome. In addition the following actions represent a summary from the analysis of the data included in this report:-

- Consider the reasons for peaks in age range data for the Emergency Department re-attendance figures.
- Identify gaps in data and identify inconsistencies to the lifestyle team. Further investigate access to smoking service for BME patients.
- Engage with Picker to encourage better representative sampling.
- Use disaggregated patient experience survey data to explore apparent inequalities.
- Restrict the recording of religion or belief to the census categories.
- Training for frontline staff in the reasons for collecting equality data and how best to ask questions to improve the response rate.

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Your local contact for more information is Patient and Customer Services at Poplar Suite, SHH, Tel: 0161 419 5678 or www.stockport.nhs.uk

A free interpreting service is available if you need help with this information. Please telephone Stockport Interpreting Unit on 0161 477 9000. Email: eds.admin@stockport.gov.uk

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W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

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