

EQUALITY IMPACT ASSESSMENT REPORT

1	Please state person responsible for the Equality Impact assessment including job title:	Jonathan Kerry, Senior Assistant Director of Primary Care. Rachel Richardson, Patient Engagement Manager	2	Directorate:	Primary Care				
3	Name of activity being assessed: <i>activity is the term used for all functions and decisions i.e. policies, service procedures, service re-design strategies</i>	Digital (Online) health services including; Patient Online; text messages; video consultations; apps/websites	4	Date EIA completed EIA Registration No	August 2019				
5	Provide brief description of aims and objectives of activity/policy including relevance to equalities:	In May 2019 we engaged with patients and residents about digital (online) health services in general to get feedback and understand any issues/concerns.	6	Please state yes/no if the activity is:	<table border="1"> <tr> <td data-bbox="1794 746 1944 858">a) Existing</td> <td data-bbox="1944 746 2096 858">YES</td> </tr> <tr> <td data-bbox="1794 858 1944 1048">b) New</td> <td data-bbox="1944 858 2096 1048">With new services to be introduced</td> </tr> </table>	a) Existing	YES	b) New	With new services to be introduced
a) Existing	YES								
b) New	With new services to be introduced								

Wigan Borough Clinical Commissioning Group has a legal duty under the Equality Act 2010 to protect the rights of individuals, advance equality of opportunity for all and to ensure the protected characteristics below are considered when making decisions about the exercise of their functions:

- | |
|---|
| <ul style="list-style-type: none"> ➤ Age ➤ Disability ➤ Gender reassignment ➤ Marriage and civil partnership ➤ Pregnancy and maternity ➤ Race ➤ Religion or belief |
|---|

- Sex
 - Sexual orientation
- We've also looked at:
- Carers
 - Veterans
 - Deprivation

7 Please state whether or not you have consulted or involved groups representing the following Equality Target Action Group.
 Please state name of the groups where such consultation/involvement has not taken place.

	Gender	Religion/ Belief	Age	Disability	Ethnicity/ Race	Sexual Orientation	Carers	Deprivation	Pregnancy and Maternity	Gender Reassignment	Marriage and Civil Partnership	Veterans
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A)	Yes via face-to-face and survey; Equality Reference Group, Patients Forum; Dementia Group, Wigan and Leigh People First	Yes via face-to-face and survey	Yes via face-to-face and survey ; Equality Reference Group, Patients Forum ; Dementia Group, Wigan and Leigh People First	Yes via face-to-face and survey; Equality Reference Group, Patients Forum; Dementia Group, Wigan and Leigh People First; Think Ahead Stroke	Yes via face-to-face and survey; Support for Wigan Arrivals Project (SWAP)	Yes via face-to-face and survey;	Yes via face-to-face and survey ; Carers Centre ; Dementia Carers Support	Yes via face-to-face and survey; Higher Folds Community Centre	Yes via face-to-face and survey; Circulated to our Maternity Voices Partnership contacts		Yes via face-to-face and survey;	Yes via face-to-face and survey;
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8 Population Health & Early Intervention	Is this activity RELEVANT to this equality area? YES Please explain in column (D)	Will this have positive or negative impact		Comments for your decision in column (C)	Risk Identified and reported
		<i>positive</i>	<i>negative</i>		
Gender	Digital (online) health services will be offered to all, there were no specific issues arising at the moment relating to someone's gender.	X	X	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	
Religion & Beliefs	Digital (online) health services will be offered to all, there were no specific issues relating to someone's religion or belief, but we need to do further engagement work with other religions/beliefs.	X	X	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	
Age	Yes, this was a characteristic where we identified possible benefits/barriers. Need to do	X	X	<ul style="list-style-type: none"> • Some older people told us that they aren't good on or don't use the internet because of their age, they haven't grown up with it and don't know how to do it. 	

	further engagement work with young people			<ul style="list-style-type: none"> • Some older people (above age 65) told us that access to the internet and a device is a barrier for them. • Some older people won't use digital (online) health services due to concern about safety and confidentiality. • We need to think about people who live alone (not specific to age necessarily) who rely on the social interaction of face-to-face services and the impact this could have. • Some parents and carers are unable to use Patient Online services for the person they look after, i.e. booking an appointment for a child. This is a barrier. Some GP practices allow this and others don't. • Younger people are generally more comfortable with using digital (online) services and had less concern. 	
Disability	Yes, this was a characteristic where we identified possible benefits/barriers.	X	X	<ul style="list-style-type: none"> • Technology can be useful for parents of children with Autism to track sleep. • People with Autism and/or Learning Disabilities need visual services. • Some people have physical disability preventing the use of devices, e.g. someone with a stroke who has lost use of his arm. • If it physically difficult for someone to get to their GP practice, online consultation and telephone consultation will help e.g. someone with advanced Dementia. • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. 	

				<p>This puts people off (all characteristics)</p> <ul style="list-style-type: none"> • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) • Deaf people can struggle with services. It can be difficult for deaf people to get in touch with their GP so 2 way texts could help. • Services need to meet Accessible Information Requirements. • Someone who is deaf needs information on videos not written English. • People from the deaf community unlikely to use video consultations. • Some services difficult to access for people with Learning Disabilities. 	
Ethnicity/Race	Yes, this was a characteristic where we identified possible benefits/barriers.	X	X	<ul style="list-style-type: none"> • Asylum seekers likely to have devices that can access the internet but unlikely to have access to the internet. • Need to think about communication difficulties for people who don't have English as a first language and how we could make digital (online) services accessible for them • People from SWAP would prefer face-to-face services due to communication difficulties • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. 	

				<p>This puts people off (all characteristics)</p> <ul style="list-style-type: none"> • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	
Sexual Orientation	Digital (online) health services will be offered to all, there were no specific issues arising at the moment relating to someone's sexual orientation.	X	X	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	
Carers	Yes, this was a characteristic where we identified possible benefits/barriers. Some further engagement with young carers would be helpful.	X	X	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • We know that carers sometimes struggle to access services and anything that would make it easier or prevent them from having to leave the house would be beneficial. • Some carers struggle to get the person they care for out of the house, for example if someone has Dementia, and anything that would make it easier to access services is a benefit (e.g. online consultations or telephone appointments) • Carers would benefit from improved communication 	

				<p>with services, anything other than needing to phone up, as sometimes they just need a simple query answered.</p> <ul style="list-style-type: none"> • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) • Some GP practices give parents/carers the option to link their loved ones "account" to theirs so that they can use Patient Online services, but not all GP practices do. This is a barrier for some parents/carers who want to use online services. • Some parents and carers are unable to use Patient Online services for the person they look after, i.e. booking an appointment for a child. This is a barrier. Some GP practices allow this and others don't. 	
Deprivation	Yes, this was a characteristic where we identified possible benefits/barriers.	x	x	<ul style="list-style-type: none"> • The cost of devices and the internet is a barrier to some. It emerged as an issue particularly for those who are retired. • People who work but can't afford the internet would struggle • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default 	

				online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics)	
Pregnancy and Maternity	Yes, this was a characteristic where we identified possible benefits/barriers.	x	x	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) • Some GP practices give parents the option to link their loved ones "account" to theirs so that they can use Patient Online services, but not all GP practices do. This is a barrier for some parents/carers who want to use online services. • Some people in this group can find it more difficult to access services, being able to access services from home would be beneficial 	
Gender Reassignment	There were no specific issues arising at the moment relating to gender reassignment but need to do further engagement work.	x	x	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they 	

				want the option of being able to phone up or go in to their GP practice (all characteristics)	
Marriage and civil partnership	There were no specific issues arising at the moment relating to marriage and civil partnership.	x	x	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	
Veterans	There were no specific issues arising relating to Veterans but it would be good to seek the views of more people from this group	x	x	<ul style="list-style-type: none"> • Patient online services are great, but there isn't consistency of being able to get appointments this way and sometimes things don't work as they should. This puts people off (all characteristics) • People don't want the health services to go to default online services/access as Wigan Council have – they want the option of being able to phone up or go in to their GP practice (all characteristics) 	

9 Is there monitoring of those targeted/using the service?				
	Targeted population (please state yes or no)		Target population using the service (please state yes or no)	
Gender	Yes/No	If No, explain	Yes/No	If No, explain
Religion/Belief	Yes/No	If No, explain	Yes/No	If No, explain

Age	Yes/No	If No, explain	Yes/No	If No, explain
Disability	Yes/No	If No, explain	Yes/No	If No, explain
Ethnicity/Race	Yes/No	If No, explain	Yes/No	If No, explain
Sexual Orientation	Yes/No	If No, explain	Yes/No	If No, explain
Carers	Yes/No	If No, explain	Yes/No	If No, explain
Deprivation	Yes/No	If No, explain	Yes/No	If No, explain
Human Rights	Yes/No	If No, explain	Yes/No	If No, explain
Marriage and civil partnership	Yes/No	If No, explain	Yes/No	If No, explain

10 Recommendations (Please mark yes or no)			
a) EIA reveals no major issues		b) EIA reveals issues which have been set out in the action plan	

EQUALITY IMPACT ASSESSMENT – ACTION PLAN

Name:		Date of EIA:	
Designation:		Title of Activity:	
Directorate:		Department:	

Equality Target Group	Negative or Positive impacts	Action Required	Resource implications	By Whom	By When	Risk Identified and reported

Return completed copy to: tracie.smith@wiganboroughccg.nhs.uk