

Dudley Group of Hospitals: Equality Impact Assessment

Please complete the following when screening your policy or service for potential impact on equality groups.

1. Name of lead	Karen Jaunzems – PALS Manager
Contact number & email	Ext 3421 karen.jaunzems@dgoh.nhs.uk
Directorate or Department and Team	Patient Advice and Liaison Service (PALS)
2. Name of service or policy	PALS Operational Policy
Is this a new or existing piece of work?	Existing – review of previous policy
3. Target audience e.g. patients and public; NHS staff; professional health organisations; voluntary organisation; internal staff	NHS Staff
4. What are the aims of the service/ policy?	To provide staff with guidance on PALS to enable issues or concerns to be resolved for patients, carers and relatives.
5. Does any part of this service/ policy have a <i>positive impact</i> on our duty to promote good race relations, eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – all users will receive the same person-centred service from PALS.
6. Could any part of this service/policy have an adverse impact on our duty to promote good race relations eliminate discrimination and promote equality based on a person's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – PALS have access to interpreting services (including BSL) and produce information about the service in community languages, large print and 'Easy-Read'. PALS have access to advocacy services to ensure people with cognitive impairments or other support needs can also use the service.
7. Are there any factors that could lead to differential take-up, outcomes or satisfaction levels based on people's age, disability, ethnic origin, gender, religion/belief or sexual orientation? If No, please provide brief reasons.	No – see above and all staff attend awareness training as part of induction.

If you have answered yes to any of questions 5-7, you must now complete a full Equality Impact Assessment using the proforma provided by the Trust.

If you have answered No to all of the above questions, a full assessment is not required. Please complete the following sign-off section and send a copy of this screening to your Head of Service, Matron or Head of Department as appropriate **and** to Liz Abbiss, Head of Communications at Trust HQ.

Name of person completing this screening: Karen Jaunzems

Job Title: PALS Manager

Date sent to Head of Service, Matron or Head of department: Sept 2009

Date sent to Head of Communications, Trust HQ: Sept 2009

For advice relating to completion of this screening, please contact Human Resources on 456111, ext 3251