

Equality Impact Assessment (EIA)

Legislation requires that our policy documents consider the potential to affect groups differently and eliminate or minimise this where possible. This process helps address inequalities by identifying steps to ensure equal access, experience, and outcomes for all groups of people.

Step One – Policy Definition

Function/policy name and number:	CHEMOTHERAPY ELECTRONIC PRESCRIBING AND MEDICINES ADMINISTRATION (cEPMA) BUSINESS CONTINUITY POLICY – VERSION 3.0
Main aims and intended outcomes of the function/policy:	To define the actions to ensure safe, effective business continuity for ChemoCare during system failure; maintain clinical safety and information governance; and ensure accurate retrospective recording in ChemoCare once normal service resumes.
How will the function/policy be put into practice?	Activation of the Business Continuity Plan (BCP) following IT triage; use of Trust-approved paper chemotherapy charts and WSOPs where required; manual transcription of key clinical data (e.g., bloods) and administration records; and mandatory retrospective data entry into ChemoCare within 48 hours of deactivation, overseen by the Senior Pharmacist Chemotherapy, Oncology & Electronic Prescribing.
Who will be affected/benefit from the policy?	Cancer services patients receiving Systemic Anti-Cancer Therapy (SACT); pharmacy aseptics and clinical pharmacy staff; oncology and haematology medical and nursing staff; digital medicines/cEPMA and IT teams; and support services (e.g., laboratories).
State the type of document:	Policy
Is an EA required? NB: Most policies/functions will require an EA with a few exceptions, such as routine procedures-see guidance attached	Yes
Accountable Director: (Job Title)	Chief Operating Officer
Assessment Carried out by:	Principal Pharmacist – Cancer Services
Date Completed:	13.01.2026

To help you to determine the impact of a strategy or policy, think about how it relates to the Public Sector Equality Duty, the key questions as listed below and prompts for each protected characteristic are included Step 3:

- Eliminate unlawful discrimination, victimisation, and harassment
- Advancing equality of opportunity
- Fostering good community relations

KEY QUESTIONS

- Are people with protected characteristics likely to be affected differently even though the policy is the same for everyone?

- Could there be issues around access, differences in how a policy is experienced and whether outcomes vary across groups?
- What information /data or experience can you draw on to indicate either positive or negative impact on different groups of people in relation to implementing this function policy?

Step Two – Evidence & Engagement

Research/Publications (<i>List any publications or research you have looked at here</i>)
CEPMA Business Continuity Policy v3.0 (2026) Trust Equality, Diversity & Inclusion guidance and EIA template Internal post-BCP reviews and audit reports (cEPMA Project Control Board)
Working Groups (<i>Have you consulted with any groups?</i>)
<ul style="list-style-type: none"> • cEPMA Project Control Board • Pharmacy Governance (GRIP) panel • Cyber Security & Governance
Clinical or Subject Experts (<i>Have you consulted any experts? List them here</i>)
Senior Pharmacist – Chemotherapy, Oncology & Electronic Prescribing Principal Pharmacist – Cancer Services Medical Service Heads (Haematology & Oncology) Matron – C4/ODCU
Engagement Activity Focused on Protected Groups (<i>Age, disability, race, sex, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief, sexual orientation, Other marginalised groups e.g. Homeless people or anything privacy or dignity related</i>)
<p>Name of Source: Targeted consultation via GRIP panel; review by Cyber Security & Governance; clinical review by service leads; operational walkthroughs and annual BCP testing.</p> <p>Date: 2025–2026 (see Policy Consultation Form for dates)</p> <p>Protected Characteristic: Staff networks impacted by SACT delivery; consideration of disability (AIS), race/language needs, sex (female-majority workforce), age, pregnancy/maternity, gender identity, and other vulnerable groups (e.g., homeless, migrants).</p>

Summary of the feedback received from the engagement activity focused on protected groups:

- *Emphasise timely retrospective data entry (within 48 hours) and leadership oversight.*
- *Strengthen IG controls for paper copies during downtime.*
- *Clarify roles for nursing/pharmacy leads to avoid disproportionate impact on specific staff groups.*

Step Three – Assessment of Impact

Complete **relevant** boxes below to help you record your assessment.

Consider information and evidence from the previous section covering:

- Engagement activities
- Equalities monitoring data
- Wider research

Also, consider due regard under the general equality duty, the NHS Constitution and Human Rights.

What detail is required below:

A negative impact requires every box to be completed

Positive impacts need the first three boxes completed

Neutral impacts need to be marked neutral with no other details.

Age: Describe age-related impact and evidence. This can include safeguarding, consent and welfare issues:	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Older patients may require clearer communication when appointments or treatment processes change during downtime.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> • Use plain-language explanations; provide written summaries; confirm understanding; offer alternative contact routes (SMS/phone). Coordinate with ODCU to minimise delays for frail patients.
Who will lead on this	Lead Nurses – ODCU/C4; Senior Pharmacist – cEPMA
When will it be mitigated?	On activation and deactivation of BCP
How will you monitor/review or report this?	<ul style="list-style-type: none"> • Monitored via post-BCP review and complaints/feedback checks.

Disability: Describe disability related impact and evidence. This can include attitudinal, physical, communication and social barriers, as well as mental health/ learning disabilities, cognitive impairments	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Reliance on paper forms and manual transcription may reduce accessibility for people with visual impairment, dyslexia, or dexterity issues; risk of communication barriers for D/deaf and neurodivergent patients.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> Provide large-print forms on request; ensure BSL/interpreter booking; allow additional time; buddy checks for transcription; clear, dyslexia-friendly formatting on contingency charts.
Who will lead on this	Lead Nurses – ODCU/C4; Senior Pharmacist – cEPMA
When will it be mitigated?	On activation and deactivation of BCP
How will you monitor/review or report this?	<ul style="list-style-type: none"> Immediate during BCP; effectiveness reviewed in post-BCP audit of documentation and incidents.

Gender re-assignment: Describe any impact and evidence on transgender people. This can include issues such as privacy of data and harassment:	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Paper documents and manual demographics risk misnaming/deadnaming if PAS interface is down.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> Verify current name/pronouns with patient where appropriate; use most recent available records; brief staff on respectful communication; restrict paper access to minimum necessary; file promptly after retrospective entry.
Who will lead on this	Lead Nurses; Senior Pharmacist – cEPMA
When will it be mitigated?	During downtime and data entry (≤48h)

How will you monitor/review or report this?	<ul style="list-style-type: none"> Monitored via post-BCP review and complaints/feedback checks.

Marriage and civil partnership: Describe any impact and evidence in relation to marriage and civil partnership. This can include working arrangements, part-time working, and caring responsibilities:	
Positive, negative or neutral impact:	Neutral Impact

Pregnancy & Maternity: Describe any impact and evidence on pregnancy and maternity. This can include working arrangements, part-time working, and caring responsibilities:	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Manual workflows can increase workload/standing time for some staff.
If a negative impact , how will it be mitigated?	<ul style="list-style-type: none"> Reasonable adjustments (rest breaks, task allocation avoiding prolonged standing); ensure safe staffing and support.
Who will lead on this	Service Managers; Matron
When will it be mitigated?	On activation
How will you monitor/review or report this?	<ul style="list-style-type: none"> As required; captured via staffing reviews and debriefs.

Race: Describe race-related impact and evidence. This can include information on different ethnic groups, Roma gypsies, Irish travellers, nationalities, cultures, and language barriers:	
Positive, negative or neutral impact:	Negative Impact

If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Language barriers may hinder understanding of process changes or consent during downtime.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> Use interpreters/translated materials; avoid reliance on family for translation; provide pictorial aids where helpful; double-check understanding.
Who will lead on this	Clinical Teams; ODCU Booking; Senior Pharmacist – cEPMA
When will it be mitigated?	During BCP
How will you monitor/review or report this?	<ul style="list-style-type: none"> feedback via patient experience and debrief.

Religion or Belief: Describe any religion, belief or no belief impact and evidence. This can include dietary needs, consent and end-of-life issues:	
Positive, negative or neutral impact:	Neutral Impact

Sex: Describe any impact and evidence on men and women. This could include access to services and employment:	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Female-majority nursing/pharmacy workforce may experience disproportionate workload during downtime if not managed.
If a negative impact , how will it be mitigated?	<ul style="list-style-type: none"> Proactive workforce planning and escalation; equitable task distribution; check-ins during BCP.
Who will lead on this	Matron; Pharmacy Leads
When will it be mitigated?	During BCP

How will you monitor/review or report this?	<ul style="list-style-type: none"> Workforce metrics reviewed at debrief.
--	--

Sexual Orientation: Describe any impact and evidence on heterosexual people as well as lesbian, gay and bisexual people. This could include access to services and employment, attitudinal and social barriers:	
Positive, negative or neutral impact:	Neutral Impact

Other marginalised groups, e.g. Homeless people: Describe any impact and evidence on groups experiencing disadvantage and barriers to access and outcomes. This can include lower socio-economic status, resident status (migrants, asylum seekers), homeless, looked after children, single parent households, victims of domestic abuse, victims of drugs / alcohol abuse: (This list is not exhaustive)	
Positive, negative or neutral impact:	Negative Impact
If the impact is positive or negative, is it low, medium, or high risk for this group?	Low
Concern or Benefit	Higher risk of missed communication if appointments change; unstable contact details; health literacy barriers.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> Confirm best contact details each visit; offer printed appointment info; coordinate with CNS/Support workers; consider transport/blue card processes as applicable.
Who will lead on this	Clinical Teams; Booking; CNS
When will it be mitigated?	During BCP
How will you monitor/review or report this?	<ul style="list-style-type: none"> Monitor PIFU/Did-Not-Attend and cancellations post-event

Privacy, dignity, respect, fairness etc:	
Positive, negative or neutral impact:	Negative Impact

If the impact is positive or negative, is it low, medium, or high risk for this group?	Medium
Concern or Benefit	Use of paper copies during downtime increases risk of data loss or inappropriate access.
If a negative impact, how will it be mitigated?	<ul style="list-style-type: none"> • Minimum necessary data on paper; secure storage in clinical areas; controlled copying; return and file after use; complete retrospective data entry within 48 hours; IG spot checks and incident reporting
Who will lead on this	Senior Pharmacist – cEPMA; IG Team; Lead Nurses
When will it be mitigated?	≤48 hours for retrospective entry
How will you monitor/review or report this?	<ul style="list-style-type: none"> • Compliance report by cEPMA team; periodic IG audits.

Step Four – Assurance

This section must be approved by a senior member of staff, such as a head of department or higher.

Title	Chief Pharmacist & Associate Director of Medicines Optimisation
Date	24.02.2026

EQUALITY IMPACT ASSESSMENT (EIA) - GUIDANCE

NOTES

An equality impact assessment (EIA) ensures that issues of equality, diversity, and inclusion are considered when developing or revising strategies, policies, or proposals that affect the delivery of services and the employment practices of the Trust.

Why should we carry out an EIA?

We are required to carry out equality impact assessments because:

- There is a legal requirement to do so in relation to the protected characteristics
- They help identify gaps and make improvements to services
- They help avoid continuing or adopting harmful policies or procedures
- They help you to make better decisions
- They will help you to identify how you can make your services more accessible and appropriate
- They enable the Trust to become a better employer

Equality Impact Assessments help us to:

- Determine how the Trust strategy, policies and practices, or new proposals, will impact or affect different community groups, especially those groups or communities who experience inequality, discrimination, social exclusion or disadvantage.
- Measure whether strategies, policies or proposals will have a negative, neutral, or positive effect on different communities.
- Make decisions about current and future services and practice in fuller knowledge and understanding of the possible outcomes for different communities or customer groups.

What do we need to assess?

Trust policies are subject to a 3-year review. Alongside the reviews, new policies will emerge. Most policies, strategies, and business plans will need an EIA.

However, EIAs are not required for changes in routine procedures, administrative processes, or initiatives that will not have a material impact on staff, patients, carers, and the wider community. Examples include checking the temperature of fridges, performing highly technical clinical procedures, and office moves.

DGFT Process for EIAs

The revised EIA process is a single-stage process carried out in three steps.

Step One: Policy Definition

This involves a description of the policy details. This is the fact-finding stage where you gather as much information about the strategy, policy or function you intend to assess. Who will be using the service, policy or function and the outcomes you want to achieve. It is important to make sure that your service, policy or function has clear aims and objectives.

Step Two: Evidence and Engagement

EIAs should be underpinned by sound data and information. This should be sought from various sources:

- The knowledge and experience of the people assisting in the service.
- ONS local demography/ Census data: [Census Maps - Census 2021 data interactive, ONS](#)
- Service monitoring reports / Divisional reports
- Patient satisfaction surveys
- Workforce monitoring reports
- Complaints and comments
- Outcome of consultation exercises
- Feedback from focus groups
- Feedback from organisations representing the interests of key target groups
- National and local statistics and audits [Joint Strategic Needs Assessment - All About Dudley Borough](#)
- Academic, qualitative and quantitative research
- Ward/ Divisional reviews
- Anecdotal data

This stage allows you to identify whether your strategy, policy or function has a positive or negative or potential negative impact on the protected characteristics. In some cases, an initial EIA is all you will need to establish whether you are providing equal outcomes for staff or patients. If you receive no feedback or concerns, you can mark each characteristic in section 3 as a neutral impact.

Step Three: Assessment of Impact

This is the central and most important part of the EIA.

To help you determine the impact of the strategy or policy, consider how it relates to the Public Sector Equality Duty. The key questions and prompts for each protected characteristic are listed below.

- Eliminate unlawful discrimination, victimisation, and harassment
- Advancing equality of opportunity
- Fostering good community relations

The real value of completing an EIA lies in the actions that will take place and the positive changes that will emerge from conducting the assessment. To ensure that the action plan is more than just a list of proposals and good intentions, the following should be included:

- Each action is attributed to a key person who is responsible for its completion
- An achievable timescale that is also at the same time reasonable
- Relevant and appropriate activities and progress milestones
- How the action will be monitored/reviewed

KEY QUESTIONS

- What information /data or experience can you draw on to indicate either a positive or negative impact on different groups of people with implementing this function policy
- Are people with protected characteristics likely to be affected differently even though the policy is the same for everyone?
- Could there be issues around access, differences in how a service or policy is experienced and produce outcomes that vary across different groups
- Does the policy relate to the Trust's equality objectives?

NB mitigation measures must be identified and acted upon where an adverse impact is known or likely.

Step Four: Assurance

This section enables the EIA to be signed off by a head of or director for the area. This will assure the equality team that the EIA has been conducted thoroughly and thoughtfully.

Help & Support:

The equalities team will provide advice and support throughout the EIA process. Once you have completed your EIA, you must submit these documents to the procedural documents team, who will then ask the equalities team to sign off on the final version of the form.

For training, guidance and resources, including completed example forms, please visit the equality, diversity and inclusion hub pages: [Equality Impact Assessments](#) accessible

Copies of the EIA:

The manager who completed the strategy or policy review should keep copies of the form for monitoring/revisiting at the following policy review. Procedural documents will also keep a copy on file. All EIA will then be published on our external web pages to demonstrate due regard for the Public Sector Equality Duty.