

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:	Overseas Visitor Policy
Main aims and intended outcomes of the function/policy:	To ensure compliance with the National Health Service (Charges to Overseas Visitors) Regulations and Department of Health and Social Care guidance by establishing patient eligibility for free NHS treatment, identifying chargeable patients, ensuring charges are applied and recovered appropriately, and protecting access to immediately necessary and urgent treatment regardless of ability to pay.
How will the function/policy be put into practice?	Through standardised patient eligibility screening, referral to the Overseas Visitors Team, assessment of residency status, application of exemptions, provision of interpretation services where required, staff training, audit, and monitoring of policy compliance.
Who will be affected/benefit from the policy?	Patients accessing Trust services, overseas visitors, asylum seekers, refugees, victims of trafficking, family members, clinical and non-clinical staff, the Overseas Visitors Team and wider NHS services through appropriate use of NHS resources.
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)	Finance Director – Chris Walker
Assessment Carried out by:	Accounts Receivable Manager
Date Completed:	06/07/26

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>
NHS Act 2006, Section 175. National Health Service (Charges to Overseas Visitors) Regulations. DHSC Guidance on Implementing the Overseas Visitor Charging Regulations (2022 and updated guidance referenced within the policy).
Working Groups <i>(Have you consulted with any groups?)</i>
Finance Department. Overseas Visitors Team. Clinical stakeholders.
Clinical or Subject Experts <i>(Have you consulted any experts? List them here)</i>
Accounts Receivable Manager. Overseas Visitors Team. Director of Nursing. Department of Health and Social Care guidance.
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>
Name of Source: Equalities Business Partner Date: 06/07/26 Protected Characteristic: All

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

- The policy is legally required and applies consistently to all patients. Potential equality impacts relate primarily to language barriers, disability-related communication needs, migrant and refugee populations, pregnant women requiring maternity services, and the risk of perceived discrimination if eligibility checks are not applied consistently. Mitigations include application of screening questions without discrimination, access to interpretation services, immediate treatment protections, statutory exemptions and staff training.

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:	Neutral Impact
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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
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If the impact is positive or negative, is it low, medium, or high risk for this group?	Medium
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Concern or Benefit	Patients with learning disabilities, cognitive impairment, mental health conditions, sensory impairments or communication needs may experience difficulties understanding eligibility processes, completing forms or providing evidence.
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If a negative impact, how will it be mitigated?	• Provision of reasonable adjustments, use of interpreters and communication support, involvement of carers where appropriate, and application of Trust accessibility requirements.
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Who will lead on this	Overseas Visitors Team and relevant clinical teams.
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When will it be mitigated?	As and when required
How will you monitor/review or report this?	• Patient feedback, complaints, incidents and policy review

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:	Neutral Impact

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?	Medium
Concern or Benefit	Pregnant women who are chargeable may experience anxiety regarding charging arrangements.
If a negative impact , how will it be mitigated?	• The policy clearly states that maternity treatment is immediately necessary and must not be withheld or delayed because of inability to pay. Staff should communicate this clearly to patients.
Who will lead on this	Overseas Visitors Team and Maternity Services.
When will it be mitigated?	Ongoing
How will you monitor/review or report this?	• Complaints, PALS concerns and maternity service feedback

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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?	High
Concern or Benefit	The policy disproportionately affects people from overseas, ethnic minority communities and those perceived to be foreign nationals because immigration and residency checks form part of the assessment process. There is a risk of perceived or actual discriminatory application if checks are not carried out consistently.
If a negative impact, how will it be mitigated?	The policy requires identification 'without discrimination', use of standardised eligibility questions for all patients, access to interpretation services, staff training and monitoring of complaints and concerns regarding discrimination.
Who will lead on this	Director of Finance and Overseas Visitors Team.
When will it be mitigated?	Continuous implementation.
How will you monitor/review or report this?	Complaints, equality concerns, audit activity and policy review.

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
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Sex: Describe any impact and evidence on men and women. This could include access to services and employment:

Positive, negative or neutral impact:	Neutral Impact
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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 and Positive Impacts
If the impact is positive or negative, is it low, medium, or high risk for this group?	Medium
Concern or Benefit	Potential negative impact for vulnerable migrants, asylum seekers, refugees, trafficking survivors, people with insecure immigration status and people experiencing social disadvantage. These groups may find it difficult to provide documentation or understand entitlements. The policy also provides positive protection through explicit exemptions for refugees, asylum seekers, trafficking victims, victims of torture, FGM and domestic violence, and through protection of immediately necessary treatment.
If a negative impact, how will it be mitigated?	Staff training regarding exemptions, safeguarding referrals where appropriate, access to interpreters and review by the Overseas Visitors Team.
Who will lead on this	Overseas Visitors Team and Safeguarding Teams.
When will it be mitigated?	Ongoing.
How will you monitor/review or report this?	Complaints, safeguarding reviews and policy audit

Privacy, dignity, respect, fairness etc:

Commented [BC1]: Is this offered, if so we can leave this here, if not we may need to talk to the teams about providing this to areas where its required... i.e. ED

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	Patients may feel uncomfortable being asked for immigration, residency or identity documentation and may be concerned about information sharing with external agencies.
If a negative impact, how will it be mitigated?	• Staff to undertake checks respectfully, consistently and confidentially; compliance with Data Protection legislation; use of private discussions where possible; staff training regarding dignity and respect.
Who will lead on this	Overseas Visitors Team.
When will it be mitigated?	Ongoing
How will you monitor/review or report this?	• Complaints, incidents, PALS concerns and policy review.

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.