

EQUALITY & DIVERSITY REPORT

March 2010

Part 1: Patient Data (p2-10)

Part 2: Workforce Data (p11-14)

Key Performance Indicators:

Patients

| | |
|--------------------|-------|
| Data Quality | Amber |
| Access to Services | Green |
| Clinical Outcomes | Green |
| Patient Experience | Green |

Workforce

| | |
|-------------------------|-------|
| Data Quality | Amber |
| Grievances & Discipline | Amber |
| Recruitment | Green |
| Training | Green |
| Staff Survey | Amber |

Issues highlighted

This dashboard data has been fully discussed at the Executive Committee and the Equality and Diversity Steering Group. The data has engendered interesting discussions, encouraging challenge to current practises and processes. The key issues highlighted are:

Patient data quality: completeness and accuracy of data

- **Ethnicity**
- **Age, gender & religion**
- **Disability**
- **Sexual orientation**
- **Accuracy of patient information**

These charts demonstrate that, for example, the collection of the data in relation to patients' religion or belief system is low. Further investigation has found that, for example, in Outpatients, the data is not routinely sought from patients therefore the current process will be changed. Data collection in relation to disability and sexual orientation are currently under development.

Patient access to services

- **Emergency Department attendance**
- **18 weeks performance**

The Emergency Department attendance charts show quite high numbers recorded as “*Other*” or “*Not recorded*”. Collection processes need to be reviewed to find ways of minimising these codes.

The 4-hour waits chart highlights *White Irish* as having more “longer than average waits” than other ethnic groups. In 2009 this issue was fully investigated and at that time it was found to be related to the particular conditions of those attendees that resulted in these longer waits. This work will be repeated to see if steps taken to shorten the wait for this group too.

The 18 week target charts have a high number as not stating their ethnicity. The collection processes will be reviewed to minimise this.

Patient clinical outcomes

- **Standardised mortality rates**

The charts on Standardised mortality rates are within the expected range and the differences are not statistically significant.

Patient experiences

- **Dignity and respect**
- **Same sex accommodation**
- **Complaints**

The chart on dignity and respect does not show statistically significant differences between groups. The graph stating the number of same sex breaches is based upon statistics maintained by the Bed managers rather than the patients' perspective which may be different and therefore could be captured in the future.

Workforce

- Data quality
- Coverage and accuracy
- Accuracy of workforce information
- Profile of workforce
- Grievances and discipline
- Recruitment
- Training
- Staff attitude survey

The data recorded on religion/belief, sexual orientation and disability currently is based on information provided by recently recruited staff. All current staff are currently being asked to provide this information too.

The ethnicity of the local population, and the workforce compared to senior staff shows that compared to the local population, minority ethnic staff are well representative however when compared to the breakdown of the Trust's overall workforce there is still some imbalance.

The numbers of actions included under discipline and grievances are too small to test their statistical significance, however training of managers does include this issue and close monitoring will continue.

The charts showing recruitment and training do not show any statistically significant differences between staff groups.

In the 2008 staff survey responses younger staff (under 40 years old) are more likely to state that they experience physical violence from patients/relatives in the last 12 months. This is statistically significant. All frontline staff are required to attend conflict resolution training, which should help address this; however it will be monitored to see if further actions are necessary.

This dashboard should be read in conjunction with the Trust's Single Equality Scheme. A summary of this Scheme is attached as Appendix 1.

Part 1: Patient Data

Section A: Data Quality - Completeness and Accuracy of Data

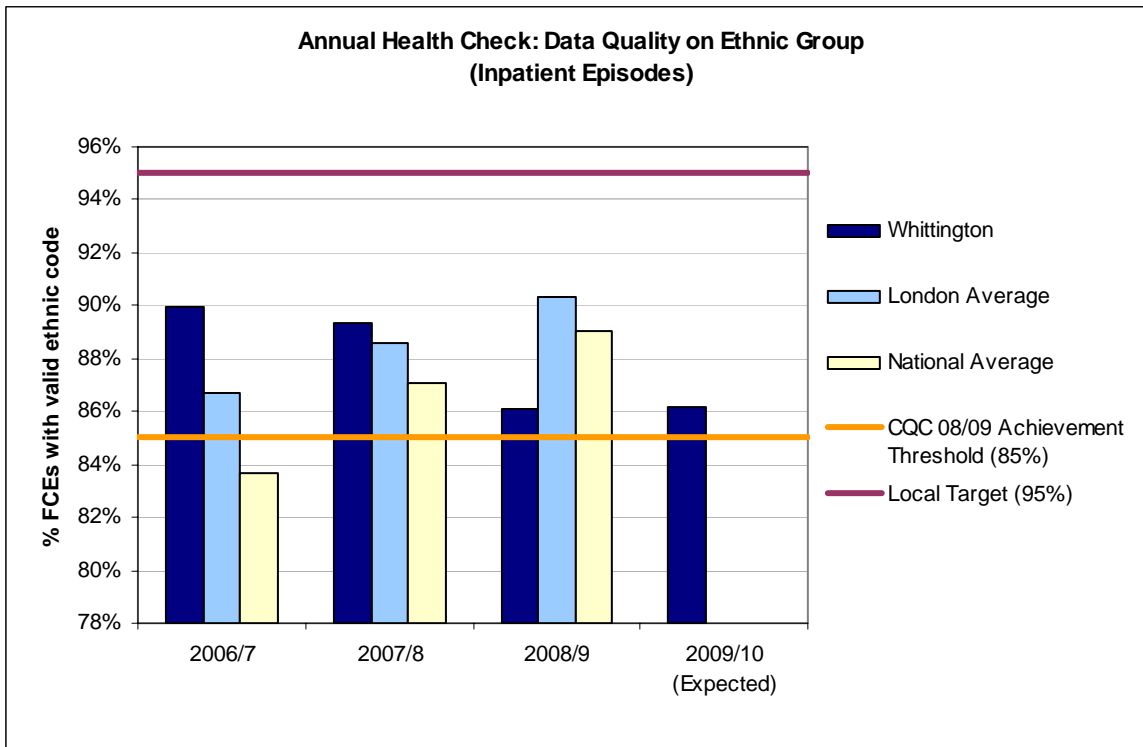
i) Ethnicity

Table 1: Recording of Ethnic Code (April-December 09)

| | % Attendances with Valid Ethnic Code | Local Target % |
|----------------------------------|--------------------------------------|----------------|
| Inpatient FCEs | 86.2% | 95% |
| Outpatient Attendances | 80.3% | 95% |
| Emergency Department Attendances | 92.4% | 95% |

Ethnic Code is a mandatory field on the Trust's Patient Administration System (PAS) but 'not stated' can be selected. Valid ethnic codes are those which use the 2001 Census coding, excluding 'Not Stated' and 'Not Known'. Historic data is not available due to the way demographics are stored on PAS.
Source: PAS & EDIS

Chart 1: CQC Annual Health Check 2006/7-2008/9: local and national comparisons



ii) Age, Gender and Religion

Table 2: Recording of patient Age, Gender and Religion/Belief System

| | % Valid Date of Birth | % Valid Gender | % Religion or Belief System |
|----------------------------------|-----------------------|----------------|-----------------------------|
| Inpatient FCEs | 99.95% | 100.00% | 44.1% |
| Outpatient Attendances | 100.00% | 100.00% | 42.6% |
| Emergency Department Attendances | 99.81% | 99.99% | 38.1% |

Local Targets:

Date of Birth: 100% (mandatory on PAS)

Gender: 100% (mandatory on PAS)

Religion: 75% for Inpatients; 50% for Outpatients and ED Attendees (not mandatory on PAS)

Source: PAS and EDIS; data is for April-December 09

(iii) Disability

Detail to follow

Data collection under development

(iv) Sexual Orientation

The sexual orientation of patients is not recorded.

(v) Accuracy of Patient Information

Measures to be determined; audit necessary.

The Whittington Data Quality Policy states Date of Birth and Ethnic Code should be 100% accurate.

Section B: Access to Services

i) ED Attendances 2008/09 compared with local demographics

Table 3: ED Ethnic Population Compared with Local Ethnic Population

Haringey

| Ethnic Group | Haringey Ethnic Composition* | 08/09 Haringey ED Attendances | % 08/09 Haringey ED Attendances** | % Difference between Observed & Expected Number of Attendances |
|--------------|------------------------------|-------------------------------|-----------------------------------|--|
| White | 65.8% | 12757 | 55.5% | -16% |
| Mixed | 4.7% | 601 | 2.6% | -44% |
| Asian | 7.9% | 1106 | 4.8% | -39% |
| Black | 17.8% | 4285 | 18.6% | 5% |
| Chinese | 1.6% | 164 | 0.7% | -54% |
| Other | 2.2% | 4088 | 17.8% | 699% |
| Not Recorded | - | 1476 | - | - |

Islington

| Ethnic Group | Islington Ethnic Composition* | 08/09 Islington ED Attendances | % 08/09 Islington ED Attendances Adjusted** | % Difference between Observed & Expected Number of Attendances |
|--------------|-------------------------------|--------------------------------|---|--|
| White | 75.4% | 19421 | 57.4% | -24% |
| Mixed | 4.3% | 899 | 2.7% | -38% |
| Asian | 6.7% | 1697 | 5.0% | -25% |
| Black | 9.6% | 6242 | 18.5% | 92% |
| Chinese | 2.4% | 228 | 0.7% | -72% |
| Other | 1.8% | 5341 | 15.8% | 799% |
| Not Recorded | - | 1897 | - | - |

*2007 Primary Care Organisation Population Estimates (ONS, 2009)

**'Not Recorded' attendances have been split among the valid ethnic groups on a pro-rata basis.

Source: EDIS

ii) Emergency Department (ED) 4 Hour Waits (Apr-Dec 09)

Source: EDIS

Target:: 98% of patients should be discharged, admitted or transferred from the Emergency Department within four hours of arrival.

Table 4: ED Performance by Ethnicity

| Ethnic Group | Total Attendances | >4Hrs | % <4hrs |
|---|-------------------|------------|--------------|
| White: British | 21,128 | 328 | 98.4% |
| White: Irish | 1,902 | 54 | 97.2% |
| White: Other White | 8,948 | 111 | 98.8% |
| Mixed: White and Black Caribbean | 417 | 7 | 98.3% |
| Mixed: White and Black African | 73 | 1 | 98.6% |
| Mixed: White and Asian | 103 | 1 | 99.0% |
| Mixed: Other Mixed | 923 | 11 | 98.8% |
| Asian or Asian British: Indian | 858 | 11 | 98.7% |
| Asian or Asian British: Pakistani | 188 | 1 | 99.5% |
| Asian or Asian British: Bangladeshi | 609 | 11 | 98.2% |
| Asian or Asian British: Other Asian | 1,355 | 17 | 98.7% |
| Black or Black British: Caribbean | 4,100 | 55 | 98.7% |
| Black or Black British: African | 4,393 | 58 | 98.7% |
| Black or Black British: Other Black | 2,183 | 40 | 98.2% |
| Chinese or other ethnic group: Chinese | 361 | 6 | 98.3% |
| Chinese or other ethnic group: Other ethnic group | 10,189 | 181 | 98.2% |
| Not Stated | 4810 | 78 | 98.4% |
| All Patients | 62,540 | 971 | 98.4% |

The chi-squared test indicates differences shown above are statistically significant

Table 5: ED Performance by Age

| Age | Total Attendances | 4hr % |
|---------------------|-------------------|--------------|
| Under 18 | 14334 | 98.6% |
| 18-30 | 15591 | 98.8% |
| 31-40 | 10213 | 98.7% |
| 41-50 | 7810 | 98.3% |
| 51-60 | 4787 | 97.9% |
| 61-70 | 3663 | 97.9% |
| 71-80 | 3435 | 97.7% |
| 81-90 | 2175 | 97.4% |
| 90+ | 476 | 98.1% |
| Not Recorded | 56 | 98.2% |
| All Patients | 62540 | 98.5% |

Table 6: ED Performance by Gender

| Age | Total Attendances | 4hr % |
|---------------------|-------------------|--------------|
| Male | 31584 | 98.3% |
| Female | 30956 | 98.4% |
| All Patients | 62540 | 98.5% |

**iii) 18 Weeks Performance
Jan 09 – Dec 09**

Target: 90% of admitted patients and 95% of non-admitted patients are required to be treated within 18 weeks

Table 7: 18 Weeks Performance by Ethnicity

| Ethnic Group | Admitted | | Non-Admitted | |
|---|--------------|------------|---------------|------------|
| | Treated | %<18wks | Treated | %<18wks |
| White: British | 2,781 | 94% | 12,559 | 98% |
| White: Irish | 280 | 92% | 1,280 | 98% |
| White: Other White | 820 | 95% | 4,541 | 97% |
| Mixed: White and Black Caribbean | 25 | 92% | 191 | 97% |
| Mixed: White and Black African | 9 | 78% | 67 | 99% |
| Mixed: White and Asian | 12 | 92% | 83 | 99% |
| Mixed: Other Mixed | 42 | 93% | 308 | 98% |
| Asian or Asian British: Indian | 120 | 91% | 770 | 99% |
| Asian or Asian British: Pakistani | 34 | 94% | 150 | 99% |
| Asian or Asian British: Bangladeshi | 56 | 96% | 441 | 96% |
| Asian or Asian British: Other Asian | 112 | 92% | 637 | 97% |
| Black or Black British: Caribbean | 451 | 91% | 2,177 | 97% |
| Black or Black British: African | 285 | 95% | 1,830 | 98% |
| Black or Black British: Other Black | 113 | 96% | 734 | 98% |
| Chinese or other ethnic group: Chinese | 37 | 95% | 204 | 97% |
| Chinese or other ethnic group: Other ethnic group | 574 | 92% | 3,876 | 97% |
| Not Stated | 1,971 | 92% | 11,894 | 97% |
| All Patients | 7,722 | 93% | 41,742 | 97% |

Table 8: 18 Weeks Performance by Age

| Age | Admitted | | Non-Admitted | |
|---------------------|--------------|------------|---------------|------------|
| | Treated | %<18wks | Treated | %<18wks |
| Under 18 | 275 | 95% | 5,105 | 98% |
| 18-30 | 1,166 | 93% | 6,596 | 97% |
| 31-40 | 1,489 | 93% | 6,997 | 97% |
| 41-50 | 1,556 | 92% | 6,517 | 97% |
| 51-60 | 1,285 | 93% | 5,393 | 97% |
| 61-70 | 907 | 93% | 4,790 | 98% |
| 71-80 | 752 | 95% | 4,174 | 98% |
| 81-90 | 269 | 94% | 1,944 | 98% |
| 90+ | 23 | 96% | 226 | 98% |
| All Patients | 7,722 | 93% | 41,742 | 97% |

Table 9: 18 Weeks Performance by Gender

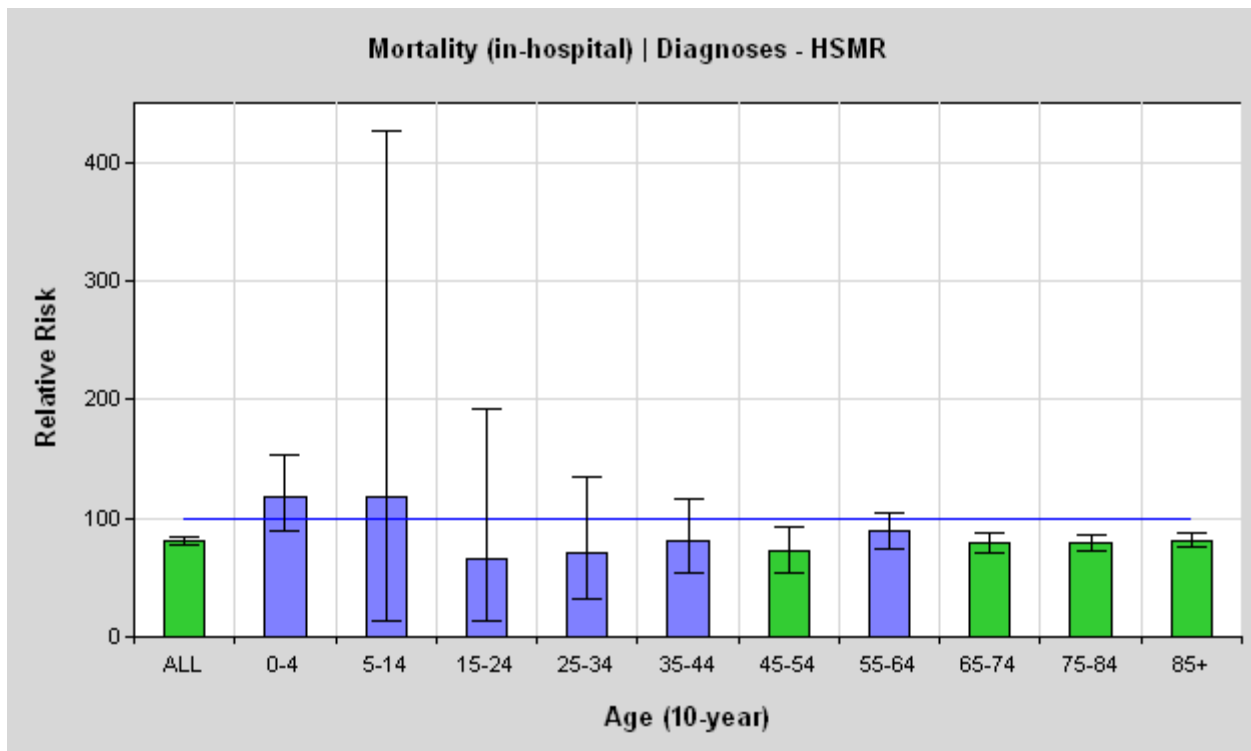
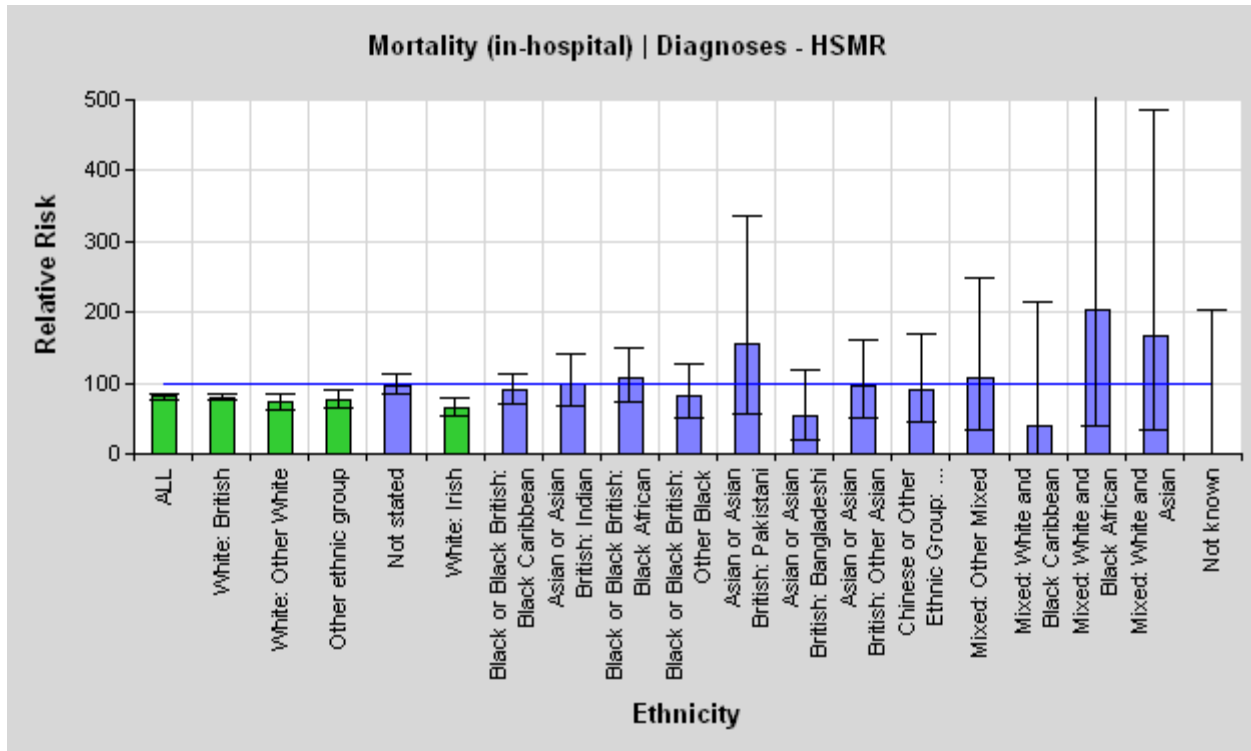
| Gender | Admitted | | Non-Admitted | |
|---------------------|--------------|------------|---------------|------------|
| | Treated | %<18wks | Treated | %<18wks |
| Female | 4,748 | 94% | 25,039 | 97% |
| Male | 2,974 | 92% | 16,703 | 98% |
| All Patients | 7,722 | 93% | 41,742 | 97% |

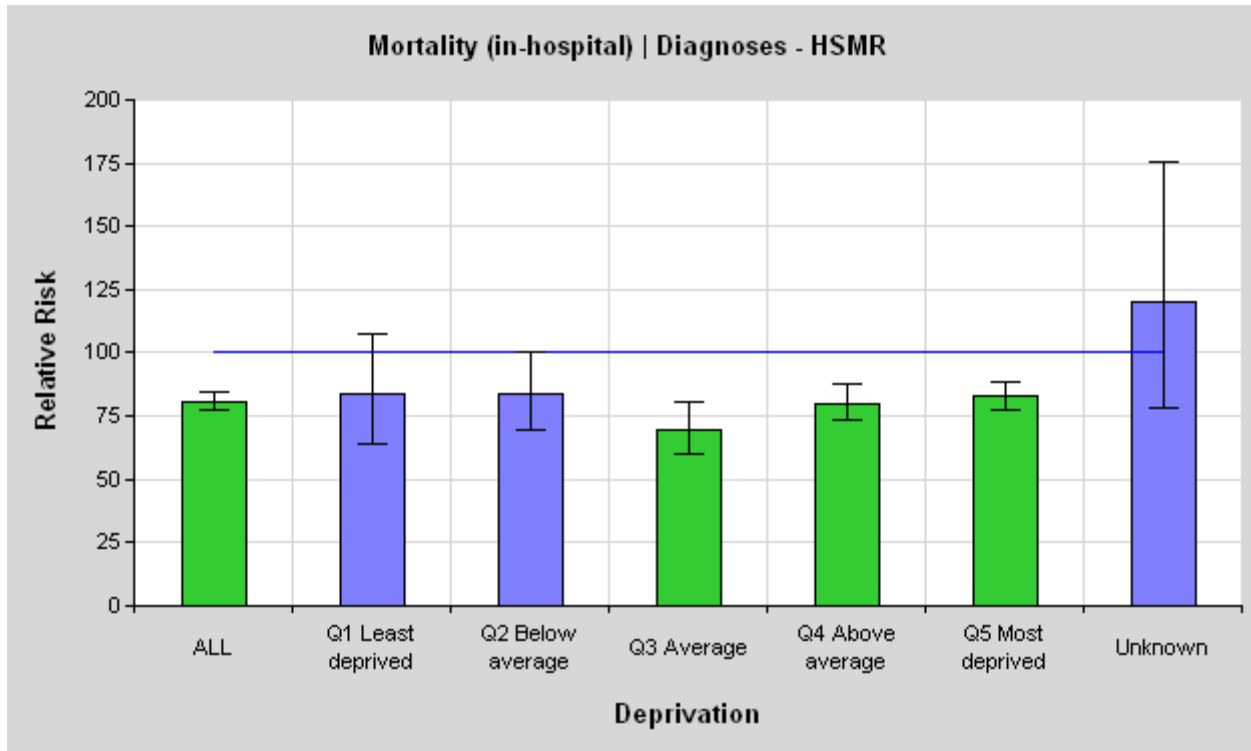
Section C: Clinical Outcomes

Standardised Mortality Rates – Ethnicity, Age and Deprivation

Spells ending between April 2006 and December 2009

Source: Dr Foster Real Time Monitoring (RTM) tool





Source: Dr Foster Real Time Monitoring (RTM) tool

Relative Risk: This gives an indication of the relative risk of a negative outcome (in this instance, in-hospital mortality) against that expected. It is derived from comparing standardised patient data (for both the Whittington and for England) and then determining, via statistical calculation, the relative risk of a negative outcome.

The vertical bars indicate confidence intervals and provide a measure of significance: there is a 95% level of confidence that the 'true' value for the measure falls within these limits. A small sample size will result in a wide gap between the limits.

- Green: Relative Risk of mortality lower than expected
- Blue: Relative Risk of mortality within expected parameters
- Red: Relative Risk of mortality higher than expected

Section D: Patient Experience

i) Dignity & Respect

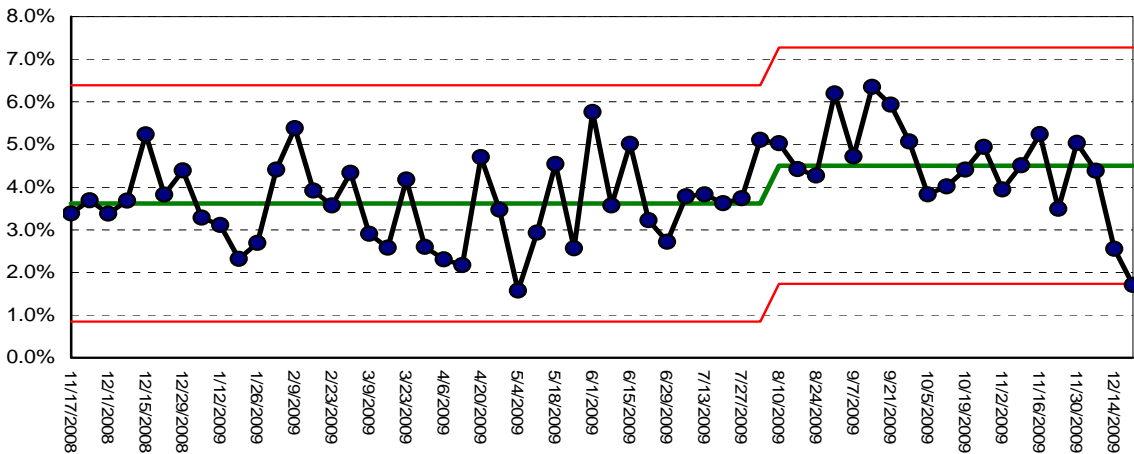
Table 10: Responses to the local patient survey question: *I feel I was treated with dignity and respect* (Inpatients surveyed September-December 09)

| Patient Ethnicity | Total Responses | Strongly Disagree/Disagree | % Strongly Disagree/Disagree |
|----------------------------|-----------------|----------------------------|------------------------------|
| Mixed | 64 | 11 | 17% |
| Not Recorded | 59 | 9 | 15% |
| Chinese/Other Ethnic Group | 48 | 6 | 13% |
| Black/Black British | 113 | 12 | 11% |
| White/White British | 268 | 23 | 9% |
| Asian/British Asian | 61 | 2 | 3% |
| All Patients | 613 | 63 | 10% |

There are no statistically significant differences between groups.

ii) Same-Sex Accommodation

% same sex breachers



Each patient counts as a breach for each day that the mixed sex breach occurs. DTC is excluded.

Total breach days as a percentage of occupied bed days in week.

Source: Bed Management

Data refreshed to November 2009

iii) Complaints

Table 11: Written Complaints by Ethnic Category of Patient Involved 2008/09

| | Complaints Total | Complaints % | 08/09 Patient Population* |
|---|-----------------------------|-------------------------|--|
| White: British | 54 | 22.0% | 32.1% |
| White: Irish | 4 | 1.6% | 2.6% |
| White: Other White | 8 | 3.3% | 12.0% |
| Mixed: White and Black Caribbean | 0 | 0.0% | 0.5% |
| Mixed: White and Black African | 0 | 0.0% | 0.2% |
| Mixed: White and Asian | 0 | 0.0% | 0.2% |
| Mixed: Other Mixed | 0 | 0.0% | 1.1% |
| Asian or Asian British: Indian | 3 | 1.2% | 1.6% |
| Asian or Asian British: Pakistani | 0 | 0.0% | 0.4% |
| Asian or Asian British: Bangladeshi | 0 | 0.0% | 1.0% |
| Asian or Asian British: Other Asian | 0 | 0.0% | 1.6% |
| Black or Black British: Caribbean | 4 | 1.6% | 5.3% |
| Black or Black British: African | 5 | 2.0% | 5.6% |
| Black or Black British: Other Black | 0 | 0.0% | 2.4% |
| Chinese or other ethnic group: Chinese | 0 | 0.0% | 0.7% |
| Chinese or other ethnic group: Other ethnic group | 3 | 1.2% | 12.6% |
| Not Stated/Not Recorded | 164 | 66.9% | 20.0% |
| Total Written Complaints | 245 | - | - |

Source: KO41 Return via Safeguard

*Individual patients who attended ED or outpatients and/or who were admitted in 2008/9

Part 2: Workforce Data

Source: ESR

i) Data Quality: Coverage and Accuracy

Table 12: Proportion of substantive staff for whom key demographics are recorded (2009)

| | % Recorded | Target |
|--------------------|------------|--------|
| Ethnicity | 95% | 100% |
| Age | 100% | 100% |
| Gender | 100% | 100% |
| Religion/Belief | 7% | 30% |
| Sexual Orientation | 7% | 30% |
| Disability Status | 5% | 30% |

ii) Accuracy of Workforce Information

Measures to be determined; audit required.

iii) Profile of Workforce

Table 13: Ethnicity of workforce compared with local population

| | % Local population | % Workforce | % Senior staff (Band 7 and above) |
|-----------------------------|--------------------|-------------|-----------------------------------|
| White | 75.4% | 48.0% | 70.5% |
| Mixed | 4.1% | 2.6% | 1.1% |
| Asian/British Asian | 5.3% | 14.7% | 7.8% |
| Black/Black British | 11.9% | 24.7% | 13.0% |
| Chinese/Other Ethnic Groups | 3.2% | 6.8% | 6.9% |
| Not Stated | - | 3.2% | 0.7% |

Table 14: Ethnicity of workforce compared with local Trusts

| | Whittington | UCLH (July 2008) | Royal Free (March 2008) | North Middlesex (March 2008) |
|-----------------------------|-------------|------------------|-------------------------|------------------------------|
| White | 49% | 56% | 53% | 39% |
| Mixed | 2% | 2% | 2% | 3% |
| Asian/British Asian | 15% | 10% | 17% | 24% |
| Black/Black British | 25% | 16% | 18% | 29% |
| Chinese/Other Ethnic Groups | 8% | 12% | 9% | 5% |
| Not Stated | 2% | 4% | 0% | 1% |

Figures may not sum due to rounding

| Age Band | % |
|----------|-------|
| Under 25 | 4.8% |
| 25-29 | 14.5% |
| 30-34 | 14.9% |
| 35-39 | 14.5% |
| 40-44 | 14.2% |
| 45-49 | 13.3% |
| 50-54 | 10.1% |
| 55-59 | 7.8% |
| 60+ | 5.9% |

Table 16: Gender profile of workforce

| Age Band | % |
|----------|-------|
| Female | 72.3% |
| Male | 27.3% |

iv) Grievances and Disciplinary

Table 17: Staff raising formal grievances by ethnicity 2007/8-2008/9

| | No of staff raising formal grievance |
|---------------------|--------------------------------------|
| White | 3 |
| Black/Black British | 8 |

Low numbers involved make statistical significance testing inappropriate.

Table 18: Staff involved in formal disciplinary action by ethnicity 2007/8-2008/9

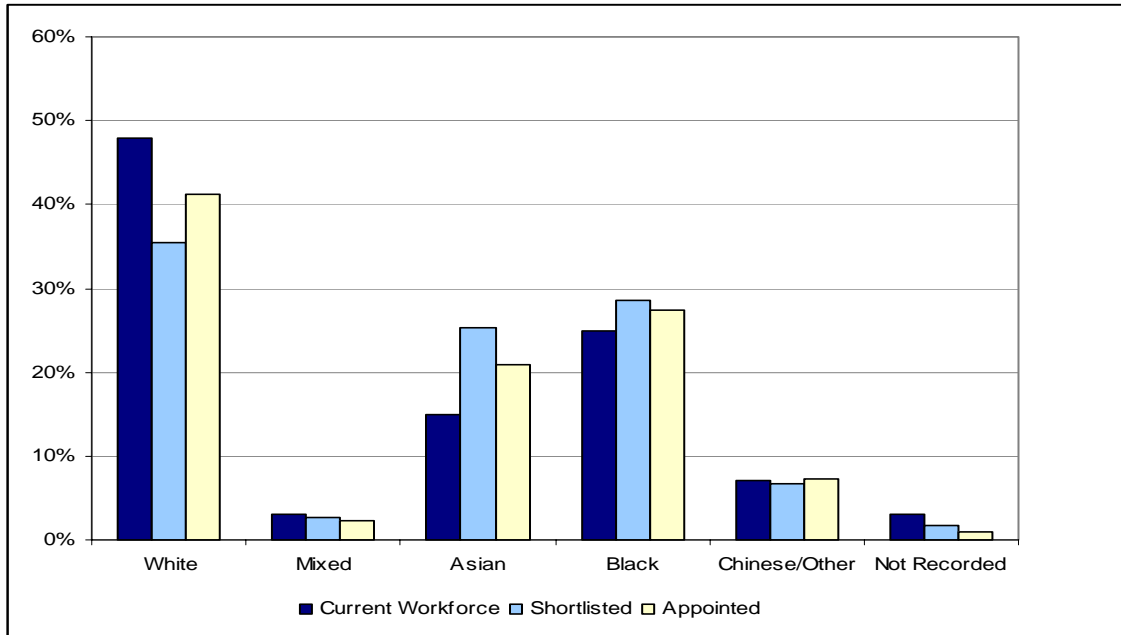
| | No of staff issued with written disciplinary warning | No of staff dismissed |
|----------------------------|--|-----------------------|
| White | 5 | 7 |
| Mixed | 0 | 0 |
| Asian/Asian British | 3 | 1 |
| Black/Black British | 7 | 6 |
| Chinese/Other Ethnic Group | 1 | 2 |

Low numbers involved make statistical significance testing inappropriate.

v) Recruitment

Source: NHS Jobs

Chart 2: Applicants shortlisted and appointed (Apr-Dec 09) by ethnicity compared with existing workforce



vi) Training

Table 19: % of staff accessing training within the last year by ethnicity

| | No. of Staff* | Received Training % |
|---|---------------|---------------------|
| White: British | 643 | 88% |
| White: Irish | 151 | 91% |
| White: Other White | 185 | 88% |
| Mixed: White and Black Caribbean | 10 | 80% |
| Mixed: White and Black African | 13 | 92% |
| Mixed: White and Asian | 6 | 100% |
| Mixed: Other Mixed | 14 | 71% |
| Asian or Asian British: Indian | 95 | 87% |
| Asian or Asian British: Pakistani | 15 | 93% |
| Asian or Asian British: Bangladeshi | 16 | 100% |
| Asian or Asian British: Other Asian | 153 | 92% |
| Black or Black British: Caribbean | 219 | 84% |
| Black or Black British: African | 270 | 85% |
| Black or Black British: Other Black | 39 | 95% |
| Chinese or other ethnic group: Chinese | 38 | 89% |
| Chinese or other ethnic group: Other ethnic group | 105 | 87% |
| Not Stated/Not Recorded | 58 | 83% |
| All Staff | 2030 | 87% |

Includes attendances at any training course recorded on ESR. This will include mandatory training. Data collection to improve.
 *Only permanent staff who were employed by the Trust for the period March to September 2009 have been included.
 There are no statistically significant differences between staff groups.

vii) NHS Staff Attitude Survey 2008

a) Ethnicity

| | All Staff | White | Black and Minority Ethnic |
|--|-----------|-------|---------------------------|
| % that would recommend the trust as a place to work | 65 | 67 | 63 |
| % experiencing harassment, bullying or abuse from staff in last 12mths | 26 | 20 | 30 |
| % experiencing physical violence from patients / relatives in the last 12 mths | 11 | 11 | 11 |
| Respondents | 400 | 225 | 164 |

b) Age

| | All Staff | 16-30 | 31-40 | 41-50 | 51+ |
|---|-----------|-------|-------|-------|-----|
| % that would recommend the trust as a place to work | 65 | 61 | 60 | 68 | 68 |
| % experiencing harassment, bullying or abuse from staff in last 12mths | 26 | 23 | 34 | 20 | 21 |
| % experiencing physical violence from patients / relatives in the last 12 mths* | 11 | 19 | 13 | 4 | 10 |
| Respondents | 400 | 66 | 110 | 105 | 110 |

*Statistically significant difference

c) Gender

| | All Staff | Men | Women |
|--|-----------|-----|-------|
| % that would recommend the trust as a place to work | 65 | 66 | 65 |
| % experiencing harassment, bullying or abuse from staff in last 12mths | 26 | 18 | 27 |
| % experiencing physical violence from patients / relatives in the last 12 mths | 11 | 12 | 11 |
| Respondents | 400 | 101 | 287 |

d) Disability

| | All Staff | Disabled | Not Disabled |
|--|-----------|----------|--------------|
| % that would recommend the trust as a place to work | 65 | 66 | 65 |
| % experiencing harassment, bullying or abuse from staff in last 12mths | 25 | 30 | 24 |
| % experiencing physical violence from patients / relatives in the last 12 mths | 11 | 2 | 12 |
| Respondents | 400 | 48 | 343 |

Differences are not statistically significant unless specified. Respondents may not have specified some/all demographic details.

The Whittington Hospital's Single Equality Scheme: Summary

The full Scheme is available on the Trust's intranet and public website.

The Scheme states the overall equality and diversity strategy of the Whittington Hospital as:

The Whittington Hospital will ensure that no service user or employee experiences less favourable treatment or care as a direct or indirect result of their race: gender: disability: age: religion or belief: sexual orientation and that there are robust policies in place to protect and safeguard patient and employee privacy and dignity.

The Scheme sets out the context within which the Trust will deliver its services, reviews its recent achievements and sets out plans for further improvements for the period 2008-11. It confirms the Trust's strong social responsibility to not only provide health services and advice to local people, but also to contribute actively to the local community by providing employment and business opportunities for the locality. The Trust sets out to fulfil its obligations under equalities legislation and recognises that the Trust has a legal responsibility for ensuring that discrimination does not occur.

The overall responsibility for achievement of the Equality Scheme lies with the Chief Executive on behalf of the Trust Board. The implementation of particular aspects of this policy is delegated to:

- | | |
|---|--|
| • Patient care services | Director of Operations |
| • Patient and User involvement and access to services | Director of Nursing and Clinical Development Director of Primary Care |
| • Employment | Director of Human Resources |

The single Equality Scheme specifically covers the following equality and diversity strands:

- Race
- Gender
- Disability
- Age
- Religion/belief
- Sexual orientation

It sets out the Trust's achievements under earlier Equality Schemes. It has a detailed action plan 2008-11 under Patient care services, Patient/user involvement/access to services and employment. It states which of the six equality and diversity strands each action will contribute.

The Single Equality Scheme is reviewed annually with a report presented to the Trust Board in June 2010. The Equality & Diversity Steering Group on a regular basis also review it. The Equality & diversity dashboard will be cross-referenced with the Single Equality Scheme to ensure the two documents are intertwined.