

# Equality and Diversity Monitoring: Helping Us Help You



Cambridgeshire Community Services NHS Trust: providing services across Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk

## **Equality Monitoring Data**

On our forms we often ask you to fill in details such as your name, address and next of kin. But in the patient experience survey we may also ask you about your age, gender, sexual orientation, race, religion, disability and carer status, pregnancy and marital status.

This information is known as ‘equality monitoring data.’ This booklet explains why we ask you for equality monitoring data as part of the patient survey. The personal details you give us are valuable in helping us to improve the services that we provide to you.

### **Why do we ask equality monitoring questions?**

- 1. We need to know which groups need our services most or are not making the most of what we offer so that we direct our services to them.**
- 2. We want to make sure that everyone who needs our services can access them. For example, if we find that working age people say that they find it difficult to access our services we can adjust our opening hours to suit them.**
- 3. Equality monitoring data helps us to make our services better. For example, if we find that a certain patient group has a worse experience of particular services, we can work with them to make improvements.**
- 4. It helps us to understand why certain patient groups have worse health outcomes. There are some surprising statistics about the health of Britain’s populations.**

### **For example, did you know that nationally:**

- one third of travellers don’t reach their 59th birthday one in four gay and bisexual men report being in fair or bad health compared to
- one in six men in general with the help of equality monitoring questions, we can start to understand why this is the case, and take steps to change it.

Certain groups of the population require particular services or have specific health needs. With the help of equality information, we can start to understand how to tailor our services to the groups of society who need them most?

## **Did you know?**

**Cambridgeshire** - In 2006, 8% of the Cambridgeshire population (48,000 people) had a disability, with the likelihood of disability increasing with age (Source: OPCS Survey, 2006).

**Luton** - Black and Minority Ethnic groups (40.6% of Luton's population) are up to six times more likely to develop Type 2 diabetes than the White European population (Source: Luton JSNA, 2011).

**Norfolk** - the county's ethnic composition has changed significantly since the 2001 Census recorded a minority ethnic population of 30,000. By 2011 this is estimated to have risen to 64,800 (7.6%). Life expectancy is 6.4 years lower for men and 3.0 years lower for women in the most deprived areas of Norfolk than in the least deprived areas. (Norfolk JSNA website)

**Peterborough** - Life expectancy is 9.4 years lower for men and 5.6 years lower for women in the most deprived areas of Peterborough than in the least deprived areas (Health Profiles, 2012).

**Suffolk** - 2,454 16-24 year olds in Suffolk have a recorded special educational need or disability. Health measures for Suffolk's Looked After Children are poorer than the rest of the population, including vaccinations, dental check-ups and mental health. (State of Suffolk JSNA 2015)

## **Case study**

In a Midlands town with a large Asian community in its most deprived areas, not many Asian women were accessing cervical screening drop-in services and weekly advice sessions. To encourage women to become involved, the service made it a priority to identify and overcome the barriers that prevented Asian women from using health services.

**For example**, rather than asking women to come into the Health Development Unit offices, those involved in the work now go to where the women they want to reach are. Regular women's health sessions now take place in community centres, GP surgeries, temples and schools or centres near Mosques.(Source: EHRC website).

**Benefits of the involvement include:** higher take-up of cervical screen testing better health outcomes for women who engage with the servicewomen involved gaining in confidence from the social aspect of the involvement.

## **Privacy**

The information that you give will be treated as confidential and will not be personally identifiable. We have a legal duty to keep your information confidential, protect your details and deal with information responsibly. You have the option to opt out of the whole equality monitoring section and individual equality questions if you wish, just tell the person who gave you the patient experience survey.

For further information about this service contact:

**Still have questions?** If you have any concerns or queries about sharing your details, or would like to discuss equality monitoring further, please contact the Trust's Patient Advice and Liaison Service (PALS) service below - FREEPOST (NO STAMP REQUIRED)

RTGA-CTLG-SCKH

Patient Advice and Liaison Service (PALS)

Unit 3, Meadow Park, Meadow Lane, St Ives, Cambs PE27 4LG

**Tel:** 0800 013 2511

**Tel:** 01480 355184

**Email:** [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net)

With thanks to Stonewall for allowing us to reproduce text from their "What's it got to do with you" guide.

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any concerns about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on Freephone 0800 013 2511 or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.