

**Initial Equality Impact Assessment/Analysis
Service Change**

Service(s) under review: Community urgent care services
Date of Equality Analysis: April 2018
Timescale for proposed changes: 2019/20
Equality Analysis Lead Person, job title and contact details (e-mail; telephone number) Project Manager – Carla Morgan, Project Manager – Unplanned Care, Barking and Dagenham, Havering and Redbridge CCGs carla.morgan3@nhs.net
A brief description of the current service: The scope includes the current GP Out of Hours (OOH) service, walk in services and access hub services.
A brief description of proposed service changes: Two options have been selected for public consultation - both will include a move to bookable services utilising NHS 111 as the access point.
Will the proposed changes affect service users, staff or both? If the answer is “yes” detail how the changes will affect them? Yes service users will phone NHS 111 first for urgent care needs.

1. What is/will be the impact of your service review or proposed change(s) (positive and/or negative) in relation to the following nine protected characteristics:

Service users:

1. Age - No - telephone access will be available
2. Disability – No – as NHS 111 has access to a BSL interpreter for those unable to and in the future on-line tools
3. Ethnicity – No – as NHS 111 has access to interpreter services
4. Gender – No
5. Sexual Orientation – No
6. Religion/Belief – No
7. Gender re-assignment – No
8. Pregnancy/maternity – No

9. Marriage/Civil partnership – No

Staff:

1. Age – No
2. Disability – No
3. Ethnicity – No
4. Gender – No
5. Sexual Orientation – No
6. Religion/Belief – No
7. Gender re-assignment – No
8. Pregnancy/maternity – No
9. Marriage/Civil partnership – No

2. Please detail below what the data and the results of consultations say about the impact of the proposed changes on any of the protected characteristics?

To be updated as part of the full EIA assessment

3. What actions could be taken to minimise any negative impacts that have been identified?

To be updated as part of the full EIA assessment

4. Could any of the identified negative impacts have a direct (discriminatory) effect?	Yes: (How?) N/A	No
5. If the answer is “Yes”, can this discrimination be justified/ explained? Please provide any evidence you have to support this.	Yes: (How?) N/A	No

Please identify any action required/taken, timescale and leads

The consultation feedback and the final governing body decision will determine the final changes in our model for community urgent care services in Barking and Dagenham, Havering and Redbridge. Throughout the 12-week consultation, we will capture feedback through an online survey and at engagement events. These will be used to inform any mitigating action and the final decision-making.

Form completed by:

Name: Carla Morgan

Date: April 2018

Job Title and contact details

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