London Ambulance Service

Equality Impact Assessments Form: a record of the assessment

Function/ policy being assessed:
Access Connecting for Health

Directory/ service or corporate function?
Service Improvement Programme 2012

Date of assessment:
February 2008

Contact person for the assessment:

Members of the assessment group:

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1   Aims of the function / policy

The London Ambulance Service Strategic Plan 2012 is designed to create a service that responds appropriately to all our patients.

The Access / Connecting for Health programme is designed to deliver the parts of the strategy concerned with contact from the pubic; e.g. **open access to emergency services**, and contact from other health service providers; e.g. **authorised access to patient-specific or aggregated clinical information.**

1. To provide access for all Londoners and visitors to London to the services of the LAS regardless of disability or language (*this must focus on real [evidence backed] not perceived difficulties*). Referred to as the **ACCESS** objective.
2. To maximise the benefits of the national Connecting for Health programme with regard to connecting the LAS with the rest of the NHS (Patient Records and Acute Trusts) for enhanced care pathways, capitalising early on the opportunities presented. Referred to as the **CONNECTING FOR HEALTH** objective.
3. *To provide better integration and management information sharing with our partners and stakeholders (e.g. PCTs, SHA, emergency services, suppliers).* Referred to as the **MANAGEMENT INFORMATION SHARING (PARTNERS)** objective**.**
4. To have a fit for purpose infrastructure to support operations *(call taking, despatch, response control [e.g. MDT] and CTA).* Referred to as the **INFRASTRUCTURE** objective**.**
5. To provide direct benefit *(e.g. reduced risk)* for patient care through provision of front-line information and tools. Referred to as the **PATIENT FACING** objective**.**
6. To realise real-time management information reporting and communication for staff, providing up to date data and accurate information to all who need it from a single source. Referred to as the **MANAGEMENT INFORMATION SHARING (STAFF)** objective**.**

2   Current achievements and fact finding

Sources of information used, with references, location or links.
Anything you have learnt from previous consultation results with references or links. In particular any evidence you may have that impacts upon: **race, disability, gender, age, religion and belief, sexual orientation and human rights**

LAS Strategic Plan, 2006/7 to 2012/13
http://thepulse/managing/11600523394772.html

LAS corporate policy, guidance and best practise with regard to diversity of the population served, workforce planning and discrimination in the workplace reflecting and governed by pertinent legislation.

Taking Healthcare to the Patent
http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAnd Guidance/DH_4114269

Race Equality Scheme:
http://www.londonambulance.nhs.uk/publications/race/race.html

Gender Equality Scheme:
http://www.londonambulance.nhs.uk/publications/gender/gender.html

Disability Equality Scheme:
http://www.londonambulance.nhs.uk/publications/disability/disability.html

LAS Annual Report:
http://www.londonambulance.nhs.uk/publications/areport/report.html

Londoners' Perceptions of the London Ambulance Service, June - July 2006.
Ipsos MORI conducted a telephone survey among a representative sample of 1,010 Londoners aged 16 plus, commissioned by the London Ambulance Service between 19 June and 2 July 2006
http://www.londonambulance.nhs.uk/news/archive/pressreleases/pressreleases_200 6/nov20_06.htm

3   Assessment and actions needed

Initial ideas for actions can go here. You will refine them further at stage 6. Please note the impact assessment will not be accepted unless group(s) affected is listed with a link to the action required. Primary areas to consider are: **race, disability, gender, age, religion and belief, sexual orientation and human rights**

Barrier	Group affected	Action needed	Responsibility	Timescale	Resources
Built environment	Not applicable at programme level.				
Location	Not applicable at programme level.				
Information and communication	All stakeholders	Stakeholder Engagement Strategy. Stakeholder profiles.	SRO Programme Manager	Cyclical throughout duration of programme	PPMO
Customer care and staff training	Not applicable at programme level				
Timing	Not applicable at programme level				
Stereotypes and assumptions	Not applicable at programme level.				
Costs of the service	Not applicable at programme level				

Commenting, consultation	All stakeholders	Communication Plan	Programme Manager	Cyclical throughout duration of programme	LAS Communications Directorate
Specific barrier:	Nothing identified at programme level				
Human Rights					
Other					

5   Future consultation

Plans and aims for further consultation:

Periodic PPI consultation exercises.

Who with, when, method of consultation:

PPI Manager, through public events and stakeholder engagement.

6   Action plans, targets and priorities

Explain how the action plan will tie into service improvement plans, directorate action plans and local delivery plans:

Action plans will be tracked by means of the programme board and the individual constituent project boards.

7   Monitoring and feedback

Details of how you will review action plans and progress. **All impact assessment action plans must be reported back internally and to the equality and diversity facilitators 6 monthly as a minimum:**

Project managers' highlight report.

8   Tell people what you are doing

Information on how you will publicise decisions, actions and service improvements. How will you make this available to the public?

External stakeholders: PPI consultation, Trust annual report, LAS Internet website.

Internal stakeholders: Pulse bulletins, joint liaison mechanism.