



Initial Screening Tool

Title of policy/service/function/procedure/ programme/ or strategy being assessed: **Investigation of Incidents, PALs, Complaints and Claims Policy**

Is it **new** or revised

(If revised, please attach a copy of the original Equality Impact Assessment.)

Senior Manager Responsible_Director of Corporate Services

Department Corporate Services

Section

Equality Impact Assessment Screening Team

Name	Department	Role
Sandra Adams	Corporate Services	Director
John Wilkins	Governance and Compliance	Head
Gary Bassett	PED	Manager
Stephen Moore	Governance and Compliance	Head of RM
Andy Street	Safety & Risk	Advisor

Date of screening _____03/06/10_____

Title: Equality Impact Assessment Guidance and Form	Version: 3.0
Date: 16/03/2010	Owner: Equality and Inclusion



Please summaries below the aims and objectives of this policy/service/function etc. including any intended outcomes.

To guide the investigation of incidents claims and complaints and other reportable events with a common approach and establish clear pathways for the dissemination of learning and best practice

To provide guidance for all staff so that the analysis generated by investigations enables the Trust to identify and address poor performance, system failures, violation of procedures and ensure lessons are learnt and practices or systems are changed appropriately in clinical and non –clinical areas.

Please state below who is intended to benefit from this policy/service/function etc. and in what way.

Service users and stakeholders by delivery of enhanced patient care and changes to practice arising from incidents, PALs, claims and complaints.

Please state in the table below whether the policy/service/function etc. could have any potential impact on any of the equality strand groups, whether service users, staff or other stakeholders

Equality Strand Group	Is there likely to be a positive or neutral impact in regard to:	If the impact is adverse, can this be justified on the grounds of promoting equality of opportunity for an equality strand group or for another reason?
Age	Positive	
Disability	Positive	
Gender	Neutral	
Race	Neutral	
Religion or Belief	Neutral	
Sexual Orientation	Neutral	

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Please provide and summarise below any relevant evidence for your declaration above – this could include for example the results of specific consultations, complaints or compliments, customer satisfaction or other surveys, service monitoring and take-up, comments from stakeholders and demographic data.

The policy is broadly advantageous to all groups and of particular benefit to hard to reach groups as indicated. Data and cases of particular merit inform a revised mental health strategy. Assists the work being taken forward targeting people with learning difficulties. Similarly the data is informing our demand management work strands to ensure that an appropriate care pathway can be achieved and optimum allocation of resources.

Are there any gaps in the evidence you have which make it difficult for you to determine whether there would be an adverse impact?

No Yes

If yes, please state below how you intend to acquire this evidence and your timescales for doing so.

If you have identified a positive or negative potential impact for any equality strand group, which is not legal or justifiable, then you must complete a full Equality Impact Assessment. Please insert below any issues you have identified/recommendations for the full Equality Impact Assessment.

If you have only identified a neutral or positive impact on any equality strand group then no further action is required, other than having your Director sign off this form, a copy stored on the shared drive and sent to Communications for publication on the Trust's website.

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London Ambulance Service **NHS**
NHS Trust

Name of Director: Sandra Adams
Date: 03/06/10

Signature:

A handwritten signature in black ink, appearing to read 'Sandra Adams', written over a light blue horizontal line.

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