

Access Connecting for Health Programme Equality Impact Assessment

Vision

This programme will deliver better patient care through improved access for all Londoners and visitors to London to the services of the LAS regardless of disability or language and through capitalising on the benefits arising from the national Connecting for Health programme enhancing provision of front-line information and tools.

It will also provide real-time information and communication for staff based on a fit for purpose infrastructure supporting operations, also enabling better integration and real time management information sharing with our partners and stakeholders.

By completion there will be up to date and accurate information for all who need it from a single source

Background

The programme was initially launched in 2006 with a scoping workshop attended by LAS staff and external stakeholders including representation from stakeholders with impaired mobility, those service users for whom English is not a native tongue and those with a hearing or speech hearing impairment.

The programme has emerged from a portfolio of pre-existing information technology projects or initiatives but also aligns with the Connecting for Health initiative, a part of the NHS National Programme for Information Technology and other front-line service improvements.

EIA Assessment

Assessment of the programme has been carried out in accordance with the Diversity Manager's guidance considering a perceived discrimination in terms of race, gender, age, sexual orientation and disability, and conducted in two phases; screening at project level followed by full assessment of qualifying projects and an assessment of the programme as a whole reflecting those component assessments.

Components

Business Process Re-Engineering.

The introduction of new or revised information systems inevitably introduces changes in business processes. Implementation of new and redesigned systems will be compliant with current policies regarding, for example but not limited to:

- Training of shift-working, part-time or job-sharing staff.
- Provision of reasonable adaptation of the workplace.
- Other concerns raised through established joint negotiation procedures.

The detailed changes to procedures affected by new technology cannot be assessed at this stage but will be assessed through the business change process.

Projects.

Currently the portfolio comprises eight projects:

Project	Summary Objective(s)	EIA Screening Outcome
CAD 2010	Replacement of the existing computer aided despatch system at LAS EOC, UOC and FBC with a new product.	Full assessment recommended because of potential adverse impact of workstation design.
CTAK Enhancements	Extending functionality of existing computerised call taking system.	Full assessment recommended because of potential adverse impact of workstation design.
Data Warehouse	Processing data sets to facilitate easier analysis of data to provide to management information.	Deemed not to require a full assessment at this stage.
IM&T Network Enhancements	Technology refresh in areas of local and wide area networks, remote network access, and telephony	Full assessment recommended because of potential adverse impact of telephone equipment.
LARP	Mandatory replacement of existing mobile radio communication equipment in line with national initiative	Deemed not to require a full assessment at this stage.
PTS System Upgrade	Replacement of the existing centralised booking and billing system with a new product. Provision of mobile data terminals to vehicles to increase flexibility of service to patients.	Full assessment recommended because of potential adverse impact of workstation design.
SharePoint	Deployment of Microsoft application to LAS staff and associates facilitating electronic file sharing	Full assessment recommended because of potential adverse impact of workstation design.
Text Emergency Access for Speech or Hearing Impaired People	Alignment with a national initiative to provide improved access to emergency services for those unable to use voice telephony to call emergency services.	Deemed not to require a full assessment at this stage.

Appendices.

Programme level assessment is attached as Appendix A.

Screening assessments for these eight projects are attached as appendices in Appendix B.

Full assessments where applicable are attached in Appendix C.