

London Ambulance Service

Equality Impact Assessments Form: a record of the assessment

Function/ policy being assessed:
Corporate Processes and Governance
Programme – Tranche 2

Directory/ service or corporate function?
Corporate Function

Date of assessment:
February 2008

Contact person for the assessment:
Jonathan Nevison

Members of the assessment group:
CPG Programme Board

1 Aims of the function/ policy

The programme aims to deliver better patient care by ensuring that corporate processes and governance contribute to patient experience and outcomes by supporting the front line, reducing operational and clinical risk and providing better integration with the rest of the NHS. This will be done by improving process efficiency, quality/effectiveness and cycle time.

Project	Proposed Business Changes
Map all processes	Creation of a repository of the flowcharts of all key corporate processes – used to inform future improvement project work.
Staff Administration	Consolidation of IT applications for staff administration, allowing critical business applications to communicate via electronic interfaces and facilitate the removal of paper based processes.
Real-time Fleet Management Information	Introduction of electronic fleet management to include vehicle status and location, servicing and repair records, ordering and parts management.
Re-engineer Income Collection Processes	Streamlined processes for collecting income from identified streams.
PRF Handling and Processes	LAS prepared for e-PRF, more secure transport of PRF (by electronic means), revised illness data-set, capture of supplementary PRF documents, capture of diagnostics.
The Intelligent Trust	New capabilities for work and information sharing, structures to support collaborative working.
Trust Development	Appraisal of the options for the future development of the Trust to Foundation status.
Staff Expenses	New electronic processes for redeeming expenses claims, new reporting functionality to analyse expenses.
Inventory Management	New processes for stock management facilitating better ordering and less wastage.
Asset Tracking	New electronic processes for the management and location tracking of Trust Electro-Bio-Medical-Equipment on ambulances.
Performance Measurement	More effective use of information for improvement and reporting to auditors.
Payment by Results	Piloting of a previously devised payment structure for ambulance services in London.

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 to 2012 (esp. Section 2 and 3):

http://thepulse/uploaded_files/Strategic%20plan%202006-13/strategic_plan_jan_07_tb_final_version_6.0.pdf

Corporate Processes and Governance programme documentation: (Outlines the programme remit, brief, vision and objectives.)

<V:\Corporate processes programme\programme documentation\programme board documents\programme vision>

NHS Standards for Better Health:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4086665

LAS Race Equality Scheme:

<http://www.londonambulance.nhs.uk/publications/publications1.html>

LAS Disability Equality Scheme:

<http://www.londonambulance.nhs.uk/publications/disability/disability.html>

LAS Gender Equality Scheme:

<http://www.londonambulance.nhs.uk/publications/gender/gender.html>

NHS Institute (for Innovation and Improvement) guidance in process efficiency

http://www.institute.nhs.uk/quality_and_value/lean_thinking/lean_thinking.html

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	No impact from the Tranche – no business changes relate to LAS estate.				
Location	No impact from the Tranche – no business changes relate to the location of services.				
Information and communication	All groups	All projects with business changes affecting changes to staff working practises to have a written communications plan which reflects the need for clear and concise use of language in stakeholder engagement, produced during the project initiation phase – All communications to be in accessible formats	Programme Board	From April 2008 (With 2 – monthly progress updates)	Programme Support office
Customer care and staff training	All groups	Advice to be sought from Learning and Development team for all Tranche-led training events to ensure course content does not present any barriers to any staff groups.	Programme Board	From April 2008	Programme Support Office
Timing	No impact from the Tranche – no business changes relate to working hours, or service availability hours.				
Stereotypes and assumptions	No impact from the Tranche – no business changes relate to organisational culture changes				

Costs of the service	No impact from the Tranche – no business changes relate to income generation from the public or staff.				
Commenting, consultation	All groups	All main business changes to be discussed with broad cross-section of Londoners and health-checked for consistency with equality of access at the LAS Patient Public Involvement event.	Programme Board	March '08	Project portfolio manager.
Specific barriers	No impact from the Tranche – no business changes should result in any barriers to service provision or employment				
Human Rights	No impact from the Tranche – no business changes should impact upon Human Rights.				

5 Future consultation

A Public and Patient Involvement event is being organised for March 2008 to introduce the key business changes identified in section 1 to a broad cross section of Londoners from different backgrounds and abilities in order to 'health check' the plans. The Trust operates a PPI strategy and Union representation is offered on all project boards and project working groups.

6 Action plans, targets and priorities

The action plan will form an integral part of the planning process for the projects affected as the main areas of training and communications are documented and planned within the project documentation, on start up. Actions will be captured in project plan documents and these will be reviewed at the formal project and programme board meetings, which are scheduled through-out the work of the project.

7 Monitoring and feedback

Action plans and progress will be reviewed at formal project and programme board meetings on at least a 2 monthly basis. The overall progress will be reported to the Programme Senior Responsible Owner and the Equality and Diversity team in a 6-monthly formal report.

8 Tell people what you are doing

Information and publicity for decisions, actions and service improvements will be available on the Intranet, Trust Internet site and via the Communications Department. Events and team briefings will also be used, as required, to support.