

# London Ambulance Service

## Equality Impact Assessments Form: a record of the assessment

Function/ policy being assessed:  
PTS System Upgrade

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Directory/ service or corporate function?  
Access Connecting for Health Programme

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Date of assessment:  
January 2008

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Contact person for the assessment:

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Members of the assessment group:

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## 1 Aims of the function / policy

To replace the existing Patient Transport Service booking, billing and management information system with a computer-based system better meeting the current business needs of the operation, improving reliability and providing an opportunity to develop business processes that more closely meet the needs of the patients and requirements of the service commissioners.

## 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 Patient

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_14269](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_14269)

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\\_2006/nov20\\_06.htm](http://www.londonambulance.nhs.uk/news/archive/pressreleases/pressreleases_2006/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**

<b>Barrier</b>	<b>Group affected</b>	<b>Action needed</b>	<b>Responsibility</b>	<b>Timescale</b>	<b>Resources</b>
Built environment	System users. Visitors to workstation with regard to disability.	Workstation design must be considered with regard to the needs of disabled users or disabled visitors to the workstation.	Project manager	Implementation timescale of project completing in 2008.	To be determined by the project manager
Location		It is anticipated that this barrier is not relevant.			
Information and communication	System users their supervisors and other stakeholders with regard to disability.	Project plans at an appropriate level and user's guides should be distributed to the affected group in the various formats suitable for individuals concerned.	Project manager	Implementation timescale of project completing in 2008.	To be determined by the project manager
Customer care and staff training	System users and their supervisors with regard to disability.	Training should be delivered to the affected group in the various formats suitable for individuals concerned.	Project manager	Implementation timescale of project completing in 2008.	To be determined by the project manager
Timing	System users and their supervisors with regard to disability.	Consultation, familiarisation and training events must be arranged to align with the working hours of the affected group.	Project manager	Implementation timescale of project completing in 2008.	To be determined by the project manager
Stereotypes and assumptions		It is anticipated that this barrier is not relevant.			

Costs of the service		It is anticipated that this barrier is not relevant.			
Commenting, consultation	All stakeholders	Stakeholder consultation must be factored into the project governance.	Project Executive	Implementation timescale of project completing in 2008.	To be determined by the project manager
Specific barrier: - Physical disability	System users, system administrators or maintainers with regard to disability.	Consider the needs of blind users and users with limited dexterity	Project Board Senior User	Implementation timescale of project completing in 2008.	To be determined by the project manager
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 FoIA Publication Scheme.

## 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 individual 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' periodic highlight report (4-6 weeks)  
Project completion report due in 2008.

## 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.