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Equality and Diversity Impact Assessment of the NHS 24 111 Mental Health Hub development – Phase 1

Consultation Response Form – (5th July 2021)

NHS 24 Equality and Diversity Impact Assessment of NHS 24 111 Mental Health Hub development – phase 1 Consultation Response Form

We are inviting comments on our draft findings from an Equality and Diversity Impact Assessment of the NHS 24 111 Mental Health hub development – phase 1 and ask that you respond by 1st of September 2021. We ask that, if possible, you use this consultation response form to share your feedback.

Prompt questions can be found in this form. Responding to these questions will help us to compare all the comments we receive. It will also help us to ensure that our feedback to you is clearly focused on what you tell us. Where specific changes are suggested in your response, it would assist the reviewing process if these are clearly cross-referenced to the relevant section[s] of the Equality and Diversity Impact Assessment.

We invite people to inform and influence the design, development and improvement of our functions, policies, services and practices. This consultation is open to anyone, including third sector organisations, members of the public, our own workforce, or our Local Authority and NHS partners. This consultation process is intended to help identify and remove any unintended discrimination or unfair treatment for any groups of people.

Most aspects of the draft Equality and Diversity Impact Assessmentare open to amendment, provided that the case made for any suggested amendments includes evidence of any as yet unidentified potential discrimination, or that proposals for changes will clearly enhance equality of opportunity.

NHS 24 is committed to making our workplace and services accessible for all of Scotland’s diverse communities and we appreciate your support in helping us to achieve this.

**Completed responses should be sent to:**

Stakeholder Engagement Team  
NHS 24  
Lightyear  
9 Marchburn Drive   
Glasgow Airport Business Park  
PA3 2S  
e-mail – [NHS24.EngagementTeam@nhs24.scot.nhs.uk](mailto:NHS24.EngagementTeam@nhs24.scot.nhs.uk)

Access to consultation responses

All respondents should be aware that the NHS 24 is subject to the provisions of the Freedom of Information (Scotland) Act 2002 and would therefore have to consider any request made to it under the Act for information relating to responses made to this consultation exercise.

Consultation Feedback

If you choose to share your contact details then your response will be acknowledged and responded to. At the end of the consultation period, all comments will be fairly considered. NHS 24 will consider changes to the Equality and Diversity Impact Assessment based on consultation feedback and the final version of the impact assessment will be published on our website: <https://www.nhs24.scot/>

Your details

Sharing your personal details is optional, however this information does help us to understand who has been involved in our consultation, and it will allow us to respond to you with regards to your feedback.

**Name: Laura Jones**

**Contact telephone number: 07841006793**

**E-mail:** [**laura.jones@rnib.org.uk**](mailto:laura.jones@rnib.org.uk)

1. Are you responding: (please put a cross)

(a) As an individual

(b) On behalf of a group or organisation x - Royal National Institute of Blind People (RNIB) Scotland

2. Do you agree to your response being made available to the public? (please put a cross)

Yes x

No

**Note**: If you have selected no, we will not publish your response, unless as previously indicated, information contained in your response, including personal information, is subject to publication or disclosure when requested under the Freedom of Information (Scotland) Act 2002.

3. Please indicate, using the tick box options below, the sector to which you belong. Please add any further points of clarification you wish to make. (please put a cross)

* Health and Social Care
* Public Representative Group
* Local Authority
* Voluntary / Third Sector x
* Trade Union or Professional Organisation
* Other

Further commentsYour views on the NHS 24 draft Equality and Diversity Impact Assessment of the NHS 24 111 Mental Health Hub development – phase 1

Please answer as many of the questions as you can and please use the comment box to provide any additional details.

Specific questions and prompts

**Q 1.** Is the structure and layout of our draft Equality and Diversity Impact Assessment of the NHS 24 111 Mental Health Hub development – phase 1easy to understand? (please put a cross)

Yes x No

Comment:

**Q 2.** Is our explanation of the topic that is being impact assessed, including the aims, purpose, effect, expected outcomes and potential risks clear? (please put a cross)

Yes x No

Comment:

**Q 3.** In section 5, we set out any recommendations we believe are required to help remove any unintended disadvantage, meet our legal duties, and promote equality of opportunity. Do you agree with the recommendations?

Yes x No

Comment:

We are pleased to see the inclusion of accessible formats and alternative requirements listed within your recommendations.

Patients rely on good communication to ensure that they understand their health information and needs. For most people this is achieved through printed information, but for a person with sight loss, printed information is often inaccessible. Around 178,000 people live with a significant degree of sight loss in Scotland, so the need for accessibility is high.

People with sight loss should be informed about the accessible options available to them from the very beginning of their healthcare journey, giving them the opportunity to self-manage and control their own healthcare needs.

Accessible health information is therefore crucial for blind and partially sighted people, and we welcome the inclusion of the needs stated under the Equality Act 2010 and Patient Rights (Scotland) Act 2011, which sets out the responsibility of the NHS to provide accessible information, including the requirement that “Communication about a patient’s health and wellbeing is clear accessible and understood”.

A Charter of Patient Rights and Responsibilities accompanied the Act. This summarised the existing rights and responsibilities of patients using the NHS in Scotland, setting out that “You have the right to be given information about your care and treatment in a format or language that meets your needs.”

**Q 4.** In section 5, we set out recommendations, we believe are required to help remove any unintended disadvantage, meet our legal duties, and promote equality of opportunity. Are there any more recommendations we should consider?

Yes x No

Comment:

RNIB's Eye Clinic Liaison Officer (ECLO) service enables patients to access critical early intervention support to help them to remain independent, manage their sight condition and to access both local and national support services.

Sight loss can have devastating consequences for individuals. Our RNIB Patient Experience Research suggests that many patients leave the eye clinic with little understanding of their eye condition, how best to maintain any functional vision they may have, and how best to live their lives with sight loss.77 per cent of patients said they would not have found or accessed support outside the hospital without the ECLO.

The ECLO service works to ensure anyone with a sight loss diagnosis can access support at a time which is right for them, helping them to retain their independence, continue doing the things they want to do and continue to fully participate in society. 93 per cent of patients reported that they were either “well informed” or “very well informed” of support available after seeing the ECLO.

We welcome the opportunity to build a link between the NHS 24 Mental Health Hub and our ECLO service, to better support people who have an eye condition with their mental health.

**Q 5.** Do you have any more comments on this draft Equality and Diversity Impact Assessment?

Yes x No

Comment:

RNIB Scotland can provide Braille and audio files/discs through our transcription service. In January 2021, we worked in partnership with the Scottish Government to translate the Right Care Right Place: A guide to NHS Scotland services (<https://www.gov.scot/publications/coronavirus-covid-19-right-care-right-place---a-guide-to-nhs-scotland-services/>). In addition, last year, we provided Braille copies of the "door drop" Test and Protect leaflet and Test and Protect First Minister letter, with copies available to request directly from RNIB Scotland via email.

Thank you for taking the time to provide us with your thoughts and comments on the NHS 24 draft Equality and Diversity Impact Assessment of the Mental Health Hub development – phase 1. Please remember to return this form by **1st September** to:

**Stakeholder Engagement Team**NHS 2  
Lightyear  
9 Marchburn Drive   
Glasgow Airport Business Park  
PA3 2S

e-mail – [NHS24.EngagementTeam@nhs24.scot.nhs.uk](mailto:NHS24.EngagementTeam@nhs24.scot.nhs.uk)

If you would like to discuss further, please contact us by emailing or writing to us using the contact details above.