

Ethnicity @ LTHT - Patients

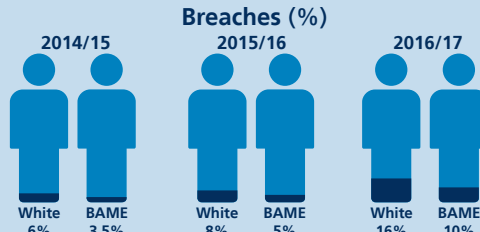
April 2016 - March 2017*

*Previous PSED data is for the period October to September/as at 1st September. Future PSED factsheets will be for the financial year April to March/as at 1st April in keeping with standard business practice.

Accident & Emergency Breaches

Attendance (%)

	14/15	15/16	16/17
White	82	82	80
BAME	18	18	20



Inpatient Admission[†] (%)

	14/15	15/16	16/17
White	84	84	83
BAME	16	16	17

Readmissions (%)
2014/15



[†]compared to inpatient profile data

Outpatient Attendance[#] (%)

	14/15	15/16	16/17
White	87	87	86
BAME	13	13	14

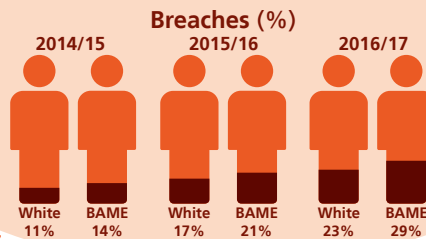
Breaches (%)
2014/15



[#]compared to outpatient appointment profile data

Attendance (%)

	14/15	15/16	16/17
White	89	89	89
BAME	11	11	11



¹ When a patient is not treated within 4 hours by the Emergency Department

² When a patient is not treated within 18 weeks of being referred

Referrals to Treatment (RTT) Breaches

Key Findings

Further deeper analysis[‡] of the above data shows that compared to last year:

- Black, Asian and Minority Ethnic (BAME) patients remain more likely than White (White British, White Irish, White other) to not attend an outpatient appointment, but the % gap has closed by approximately 25% over the last 12 months
- Compared to last year, White patients remain more likely than BAME to not be treated within 4 hours by the Emergency Department, but the % gap has closed by approximately 30% over the last 12 months

Key Actions

- Further implementation of:
 - NHS Accessible Information Standard to ensure information and communication support needs of all patients are met
 - improvement projects within Outpatients to ensure fit-for-purpose patient leaflets and appointment letters
- Review effectiveness of the Trust's Interpreting and Translation Policy, including the extent at which requests for Interpreters are met across the Trust
- Continue to:
 - consider Friends and Family Test (FFT) feedback, including ensuring inclusive of all ethnic groups and equality-related themes are identified and addressed with the support of the new FFT system
 - roll out Patient Advice and Liaison Service within the different communities, including the different White communities, to ensure concerns are raised and addressed as far as reasonably possible
- Provide assurance that the process behind treatment of patients in the Emergency Department (ED) is not biased and the patient experience is positive
- Ensure ED Patient Reference Group is representative of ethnicities most affected by A&E breaches and the patient experience of different ethnicities is positive
- Carry out further analysis of A&E intelligence to identify the different patient journeys within the Emergency Department by ethnicity