

# Religion/Belief @ 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 (%)			Breaches (%)		
	14/15	15/16	16/17	14/15	15/16	16/17
Christian	41.6	41.2	40.5	54.3	53.0	51.8
No Religion	28.3	28.8	29.7	19.7	20.0	20.9
Muslim	7.05	7.04	7.29	4.62	5.06	5.12
Sikh	0.98	1.02	0.97	0.90	0.89	0.87
Hindu	0.66	0.63	0.64	0.57	0.55	0.55
Jewish	0.70	0.65	0.72	1.11	0.94	0.98
Buddhist	0.12	0.15	0.16	0.10	0.17	0.18
Unknown	20.5	20.5	20.0	18.6	19.3	19.6

### Inpatient Admission (%)

	14/15	15/16	16/17
Christian	43.7	42.9	42.1
No Religion	21.0	21.0	20.8
Muslim	5.96	5.62	5.50
Sikh	0.77	0.81	0.76
Hindu	0.52	0.47	0.45
Jewish	0.77	0.68	0.76
Buddhist	0.10	0.12	0.11
Unknown	27.3	28.3	29.4

### Readmissions (%)

	14/15	15/16	16/17
Christian	55.5	55.1	53.2
No Religion	19.6	19.2	19.6
Muslim	5.33	5.28	5.71
Sikh	0.78	0.93	0.79
Hindu	0.44	0.57	0.46
Jewish	1.27	0.75	1.08
Buddhist	0.11	0.19	0.23
Unknown	16.9	18.0	19.0

### Outpatient Attendance (%)

	14/15	15/16	16/17
Christian	48.3	46.4	44.4
No Religion	18.7	19.2	19.3
Muslim	5.19	5.0	4.99
Sikh	0.93	0.96	0.91
Hindu	0.6	0.62	0.60
Jewish	0.83	0.74	0.71
Buddhist	0.14	0.13	0.11
Unknown	25.3	26.9	28.9

### Did Not Attend (%)

	14/15	15/16	16/17
Christian	40.2	38.7	37.7
No Religion	24.3	24.7	25.1
Muslim	7.57	7.03	6.63
Sikh	0.95	0.96	0.86
Hindu	0.56	0.53	0.55
Jewish	0.53	0.44	0.41
Buddhist	0.13	0.11	0.10
Unknown	25.8	27.5	28.6

	Attendance (%)			Breaches (%)		
	14/15	15/16	16/17	14/15	15/16	16/17
Christian	48.9	47.8	46.6	46.5	43.4	42.6
No Religion	18.9	19.3	19.5	20.4	22.0	22.0
Muslim	4.00	3.94	3.91	4.42	4.65	4.77
Sikh	0.82	0.84	0.75	0.87	0.79	0.66
Hindu	0.49	0.49	0.44	0.38	0.44	0.48
Jewish	0.61	0.65	0.57	0.54	0.52	0.51
Buddhist	0.10	0.12	0.10	0.13	0.09	0.08
Unknown	26.2	26.8	28.1	26.7	28.0	28.9

## Referrals to Treatment (RTT) Breaches

<sup>1</sup> When a patient is not treated within 4 hours by the Emergency Department

<sup>2</sup> When a patient is not treated within 18 weeks of being referred

### Key Findings

Further deeper analysis<sup>‡</sup> of the above data shows that compared to last year:

- Muslims and No Religion or Belief remain more likely than other religions to not attend an outpatient appointment. The % gap has closed by 25% in the last 12 months
- Muslims, No Religion or Belief and Sikh remain more likely than other religions not to be treated within 18 weeks from the point of referral. The % gap has increased by 25% in the last 12 months
- Christians remain more likely than other religions to not be treated within 4 hours by the Emergency Department. The % gap has increased by approximately 50% in the last 12 months

Note: across all findings there is a high percentage of Not Known

### Key Actions

- Further implementation of improvement projects in Outpatients to ensure fit-for-purpose patient leaflets and appointment letters
- Continue to:
  - regularly monitor the effectiveness of the Elective Treatment Access Policy, which covers DNAs and RTTs
  - consider Friends and Family Test (FFT) feedback, including ensuring all religious/belief related themes are identified and addressed with the support of the new FFT system
  - roll out the Patient Advice and Liaison Service within the different communities, including the different religious and belief communities, to ensure all concerns are raised and addressed as far as reasonably possible
- Provide assurance that the process behind treatment of patients in the ED is not biased and the patient experience is positive
- Ensure Emergency Department Patient Reference Group is representative of the relevant religions and beliefs most affected by A&E breaches and the experience of patients of different religions or beliefs is positive
- Reduce 'Not Known' and improve data quality through staff training on the purpose of capturing the data
- Continue to provide religious and belief staff training with a focus on meeting the needs of people with no religion or belief