

NHS Greater Glasgow and Clyde Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties) (Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues. Please refer to the EQIA Guidance Document while completing this form. Please note that prior to starting an EQIA all Lead Reviewers are required to attend a Lead Reviewer training session or arrange to meet with a member of the Equality and Human Rights Team to discuss the process. Please contact CITAdminTeam@ggc.scot.nhs.uk for further details or call 0141 2014560.

Name of Policy/Service Review/Service Development/Service Redesign/New Service:

١	NHSGG	SC AHP L	ong Covid	Service								
ls t	his a:	Current	Service [Service Deve	elopment	Service Red	esign 🗌	New Servi	ce 🖂	New Policy 🗌	Polic	cy Review 🗌
Des	scriptio	on of the	service &	rationale for se	election for	EQIA: (Pleas	e state if	this is part o	of a Board	d-wide service o	r is loca	ally driven).
				oolicy do/aim t blic domain ar				nformation a	as you ca	an, remembering	that th	is document
2 2 3	liagnos backg Support at the pa	sed with Laround in the two transfers of the two transfers of the transfer	ong COVII occupation and two adi ome or a lo	, living within that therapy or ph nin staff. Using	he geograpl ysiotherapy a combinat hoosing) Th	ny of NHSGGO . The team wil ion of delivery is is a GGC wi	C. The inte I be led by modes ind ide service	rventions wil an AHP Tea luding virtua	II be provi am Lead a I delivery	Management for ded by advanced and supported by or face to face coellite bases and cl	practition one ban mmunity	oners with either and 4 Health Care y delivery (either
				olicy selected i ,, relevance, p			t link to o	rganisationa	al prioriti	es? (If no link, p	lease pr	rovide
A C	Anyone lisability	can beco	ome unwell de within pr	with COVID and	d go on to c such as BA	levelop sympto ME or LGBTQ	oms of long IA+. As su	g COVID. Th ch this EQIA	is include	considered after I s people with a le e to ensure we ha	gally red	cognised

Name: Samantha Flower	actions identified as a result	Date of Lead Reviewer Training: C	Completed August 2024
	ed in carrying out this EQIA		
		es or patients, please record their organisation or reason	n for inclusion):
	involved e.g. third sector rep	s or patients, please record their organisation or reason	n for inclusion):

1.	What equalities information is routinely collected from people currently using the service or affected by the policy? If this is a new service proposal what data do you have on proposed service user groups. Please note any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.	A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.	The service records sex and age, and we would comment on whether we think a patient would be classified as having a disability under the equality act, but we do not collect data on gender reassignment, pregnancy, or religion, Ethnicity and Gender are asked on the C19 APP, but patients do not always complete this data	
		Example	Service Evidence Provided	Possible negative impac Additional Mitigating A Required
2.	Please provide details of how data captured has been/will be used to inform policy content or service design. Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity	A physical activity programme for people with long term conditions reviewed service user data and found very low uptake by BME (Black and Minority Ethnic) people. Engagement activity found promotional material for the interventions was not representative. As a result an adapted range of materials were introduced with ongoing monitoring of uptake. (Due regard promotiny)	We receive referrals from GPs and secondary care services and have found to date that our patient demographic reflects national trends with the majority of our patients being working aged women. Our service is open to people aged 16 and over, where a GP has diagnosed long Covid. Information on our service and tools to manage long COVID are available on the NHSGGC front facing website.	We have not specifically reviewed our patient demographics and will endeavour to undertake this as part of our service evaluation.

	3) Foster good relations between protected characteristics. 4) Not applicable			
		Example	Service Evidence Provided	Possible negative impa Additional Mitigating <i>I</i> Required
3.	How have you applied learning from research evidence about the experience of equality groups to the service or Policy?	Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care	Research relating to the experiences of protected characteristic groups will be considered alongside uptake demographic to guide analysis of use. Legal cases in Scotland have seen people with a diagnosis of long COVID being identified as having a disability. This may impact on referrals going forward.	•
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	environment. Research suggested that young LGBT+ people had a disproportionately difficult time through exposure to bullying and		
	1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity	harassment. As a result staff were trained in LGBT+ issues and were more confident in asking related questions to young people. (Due regard to removing		
	3) Foster good relations between protected characteristics 4) Not applicable	discrimination, harassment and victimisation and fostering good relations).		
1 1		I .	1	l .

	Example	Service Evidence Provided	Possible negative impac Additional Mitigating A Required
4. Can you give details of you have engaged with equality groups with reg to the service review or policy development? We did this engagement tell you about user experier and how was this information used? Your evidence should simplication which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics 4) Not applicable	spoke to lone parents (predominantly women) to better understand barriers to accessing the service. Feedback included concerns about waiting times at the drop in service, made more difficult due to child care issues. As a result the service introduced a home visit and telephone service which significantly increased uptake. on, (Due regard to promoting equality of opportunity) * The Child Poverty (Scotland) Act 2017 requires organisations	We worked with PEPI to run focus groups aimed at the general population and people were invited to complete a survey. This information was used to develop clinical materials. The survey and focus groups helped us to prioritise which symptoms caused the most concern to allow us to pull available evidence based materials as well as developing our own resources which reflected the Long COVID SIGN Guidance	I will ask PEPI if they gathered this data for our focus groups

		Example	Service Evidence Provided	Possible negative impac Additional Mitigating A Required
5.	Is your service physically accessible to everyone? If this is a policy that impacts on movement of service users through areas are there potential barriers that need to be addressed? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected Characteristics.	An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of a fire. (Due regard to remove discrimination, harassment and victimisation).	This service is physically accessible to everyone. We offer a range of appointments, face to face in the person's own home or a venue of their choice such as GP Practice. We also offer Near Me and telephone appointments. Where English is not a person's first language or they require someone who can use BSL this will be organised prior to the session. (Due regard to remove discrimination, harassment and victimisation)	
		Example	Service Evidence Provided	Possible negative impac Additional Mitigating A Required
6.	How will the service change or policy development ensure it does not discriminate in the way it	Following a service review, an information video to explain new procedures was hosted on the organisation's	We worked with the Equalities team to develop a letter and service information that meets Clear to All standards. All information can be translated and we can organise BSL and interpreters as required.	•

	communicates with	YouTube site. This was	
	service users and	accompanied by a BSL	
	staff?	signer to explain	
		service changes to Deaf	
	Your evidence should show	service users.	
	which of the 3 parts of the		
	General Duty have been	Written materials were	
	considered (tick relevant	offered in other	
	boxes).	languages and formats.	
	1) Remove discrimination,	(Due regard to remove	
	harassment and	discrimination,	
	victimisation	harassment and	
		victimisation and	
	2) Promote	promote equality of	
	equality of	opportunity).	
	opportunity		
	3) Foster good relations		
	between protected		
	characteristics		
	4) Not applicable		
	4) Not applicable		
	The British Sign Language		
	(Scotland) Act 2017 aims to		
	raise awareness of British		
	Sign Language and		
	improve access to services		
	for those using the		
	language. Specific		
	attention should be paid in		
	your evidence to show how		
	the service review or policy		
	has taken note of this.		
1			

7	Protected Characteristic	Service Evidence Provided	Possible negative impace Additional Mitigating A Required
(a)	Age Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).	This service is open to young people from age 16 and adults with no upper age limit. We were unable to recruit a paediatric OT so now provide treatment for young adults from 14yoa to 16 will be considered following MDT discussion. There have been very small numbers of young adults referred. We have had no indication that children with long COVID are being excluded from the service.	
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).		
	Remove discrimination, harassment and victimisation		
	2) Promote equality of opportunity		
	Solution S		
	4) Not applicable		
(b)	Disability Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?	As clinicians will discuss with the service user the best place to be seen and how they would like to participate in therapy, as well as if they have any additional support needs such as interpreting or BSL. We do not foresee disability being a barrier to treatment. Supported Self-Management materials can be translated into different languages as required. Educational	People with literacy issues will not be able to access written info. ? Develop an Easy Read SSM tool ? audio book to replace SSM Tool. This will be picked up

	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and	group presentations are recorded and links can be emailed patients to watch. Recordings are transcribed, with text displaying throughout the recording, and therefore available to service users who may	as part of a national review workbook. CR is leading this of work.
	victimisation 2) Promote equality of opportunity	have a hearing disability.	
	3) Foster good relations between protected characteristics.		
	4) Not applicable		
	Protected Characteristic	Service Evidence Provided	Possible negative impace Additional Mitigating A Required
(c)	Gender Identity	As clients will be seen in a manner that suits their needs and	
	Could the service change or policy have a disproportionate impact on people with the protected characteristic of gender identity?	wants. We do not anticipate any barriers to service as a result of gender identity. Staff undertake the LGBTQI+ Learn Pro GGC 320 LGBTQ+	
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).		
	Remove discrimination, harassment and victimisation		
	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics		

	4) Not applicable		
	Protected Characteristic	Service Evidence Provided	Possible negative impa
			Additional Mitigating A Required
(d)	Marriage and Civil Partnership	Not Applicable	
	Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?		
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).		
	1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics		
	4) Not applicable		
(e)	Pregnancy and Maternity Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?	There are no interventions we offer which would be contraindicated in pregnancy. We tend to take this on a case by case basis - asking if this is the right time for intervention and offering to delay until after birth (most do not feel they can engage in the service while pregnant and defer).	

	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).		
	1) Remove discrimination, harassment and victimisation		
	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics.		
	4) Not applicable		
	Protected Characteristic	Service Evidence Provided	Possible negative impace Additional Mitigating A Required
(f)	Race	This service is open to all of the NHSGGC population regardless of race, however evidence suggests that BME	BME population are less lik access services. Work with
	Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?	population are less likely to present for treatment. Educational group presentations are recorded and links can be emailed patients to watch. Signpost patients to C19YRS which has translations in several languages for the most common Long	comms and PEPI to target BME community specifically
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	COVID symptoms. The website can be highlighted and "read aloud" on compatible devices. Interpreters can be accessed as required and all our patient information can be translated.	
	Remove discrimination, harassment and victimisation		
	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics		
	4) Not applicable		

(g)	Religion and Belief Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics.	This service is open to all the population of NHSGGC regardless of faith.	
	Protected Characteristic	Service Evidence Provided	Possible negative impace Additional Mitigating A Required
(h)	Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation	Service is open to all of NHSGGC regardless of sex. However referral data and population data indicate that women are more likely to present with long COVID.	

	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics.		
	4) Not applicable		
(i)	Sexual Orientation Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation	The service is open to all of NHSGGC population regardless of sexual orientation	
	2) Promote equality of opportunity 3) Foster good relations between protected characteristics. 4) Not applicable Protected Characteristic	Service Evidence Provided	Possible negative impa
	Protected Characteristic	Service Evidence Provided	Possible negative impace Additional Mitigating A Required

(j)	Socio – Economic Status & Social Class	The service engages with the person in the way they would like. So Fface to face, over the phone or via Near Me.	
	Contide and the second of the	Trace to face, over the phone of via inear ine.	
	Could the proposed service change or policy have a	Mariland Consultation and American Detection College	
	disproportionate impact on the people because of	We do offer online groups and materials. Potential for digital	
	their social class or experience of poverty and what	exclusion. To manage this the service prints and sends	
	mitigating action have you taken/planned?	power point presentations via post and Then we speak	
		through the content / managed on a 1:1 basis. Sign post to in	
	The Fairer Scotland Duty (2018) places a duty on	person peer support groups. Offer support drop ins to help	
	public bodies in Scotland to actively consider how	download teams and practice attending the group sessions /	
	they can reduce inequalities of outcome caused by	liaised with family and carers to assist.	
	socioeconomic disadvantage in strategic planning.	Questionnaires posted rather than sending a link to the app.	
	You should evidence here steps taken to assess and		
	mitigate risk of exacerbating inequality on the ground		
	of socio-economic status.		
(k)	Other marginalised groups		
()	grame grame		
	How have you considered the specific impact on other		
	groups including homeless people, prisoners and ex-		
	offenders, ex-service personnel, people with		
	addictions, people involved in prostitution, asylum		
	seekers & refugees and travellers?		
	Scorers a rerugees and travellers:		
8.	Does the service change or policy development	Due to financial constraints we have been unable to recruit to	
	include an element of cost savings? How have you	all posts in the initial paper developed for SGovt approval.	
	managed this in a way that will not disproportionately	an poole in the initial paper developed for obert approxim	
	impact on protected characteristic groups?	We have utilised nurse bank to employ sessional HCSW and	
	impact on protected ondraoteristic groups.	admin bank to manage admin burden to help manage patient	
	Your evidence should show which of the 3 parts of the	flow in the clinical service. We operate a managed waiting list	
	General Duty have been considered (tick relevant	and have established a Waiting Well Programme – open to	
	boxes).	everyone who has their referral accepted. We also direct all	
	DUAGS).		
	4) Demove discrimination because to d	patients to work through the National Self Help Workbook. This	
	1) Remove discrimination, harassment and	is a Supported Self-Management service so these mitigations	
	victimisation	meet with our service ethos.	
	0.5		
	2) Promote equality of opportunity		

characteristics.		
4) Not applicable		
	Service Evidence Provided	Possible negative impac Additional Mitigating A Required
9. What investment in learning has been made to prever discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programme (or local equivalent) covering equality, diversity and human rights.	Pros. This is monitored to ensure compliance with reports generated centrally by HR. In addition to this all staff are regulated by HCPC which has clear standards in relation to	

10. In addition to understanding and responding to legal responsibilities set out in Equality Act (2010), services must pay due regard to ensure a person's human rights are protected in all aspects of health and social care provision. This may be more obvious in some areas than others. For instance, mental health inpatient care or older people's residential care may be considered higher risk in terms of potential human rights breach due to potential removal of liberty, seclusion or application of restraint. However risk may also involve fundamental gaps like not providing access to communication support, not involving patients/service users in decisions relating to their care, making decisions that infringe the rights of carers to participate in society or not respecting someone's right to dignity or privacy.

The Human Rights Act sets out rights in a series of articles – right to Life, right to freedom from torture and inhumane and degrading treatment, freedom from slavery and forced labour, right to liberty and security, right to a fair trial, no punishment without law, right to respect for private and family life, right to freedom of thought, belief and religion, right to freedom of expression, right to freedom of assembly and association, right to marry, right to protection from discrimination.

Please explain in the field below if any risks in relation to the service design or policy were identified which could impact on the human rights of patients, service users or staff.

The main risk is around digital exclusion. Mitigate via provision of face to face etc.

Please explain in the field below any human rights based approaches undertaken to better understand rights and responsibilities resulting from the service or policy development and what measures have been taken as a result e.g. applying the PANEL Principles to maximise Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality or FAIR*.

We have not specifically considered human rights as part of service development but our service is open to anyone referred with a diagnosis of long COVID. We

Work collaboratively with each person to identify personal goals and tailor all treatments to the individual.

*

- Facts: What is the experience of the individuals involved and what are the important facts to understand?
- Analyse rights: Develop an analysis of the human rights at stake
- Identify responsibilities: Identify what needs to be done and who is responsible for doing it
- Review actions: Make recommendations for action and later recall and evaluate what has happened as a result.

	g completed the EQIA template, please tick which option you (Lead Reviewer) perceive be can be cross-checked via the Quality Assurance process:	st reflects the findings	s of the assessment.
	X Option 1: No major change (where no impact or potential for improvement is found, no	action is required)	
	Option 2: Adjust (where a potential or actual negative impact or potential for a more positing mitigate risks or make improvements) X	tive impact is found, r	nake changes to
	Option 3: Continue (where a potential or actual negative impact or potential for a more potential actual negative impact or potential for a more potential actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for a more potential or actual negative impact or potential for actual negative impact or potential negative impact or p	ositive impact is found	d but a decision not
	Option 4: Stop and remove (where a serious risk of negative impact is found, the plans, phalted until these issues can be addressed)	policies etc. being ass	sessed should be
collecting pa	ieve your service is doing something that 'stands out' as an example of good practic tient data on sexual orientation, faith etc please use the box below to describe the e service. This information will help others consider opportunities for developments	activity and the ben	efits this has
	rom the additional mitigating action requirements boxes completed above, please the actions this service will be taking forward.	Date for completion	Who is responsible?(initials)
GGC leading on the national review of the workbook which is currently only available in digital or hard copy format. As part of this focus groups with patients and staff from across Scotland are arranged for February			

Allocate time to specifically review our patient demographic data. If this shows that our demographic	June 2025	Emmet	
data does not reflect the population, we will work with PEPI and comms to rectify this. This will			
commence in April 2025			

Ongoing 6 Monthly Review please write your 6 monthly EQIA review date:

Lead Reviewer: Name Samantha Flower

EQIA Sign Off: Job Title Occupational Therapy Lead, Partnerships

Signature S Flower Date 11/03/2025

Quality Assurance Sign Off: Name Alastair Low

Job Title Planning Manager

Signature A Low Date 11/03/2025



NHS GREATER GLASGOW AND CLYDE EQUALITY IMPACT ASSESSMENT TOOL MEETING THE NEEDS OF DIVERSE COMMUNITIES 6 MONTHLY REVIEW SHEET

Name of Policy/Current Service/Service Development/Service Redesign:

Please detail activity undertaken with regard to actions highlighted in the original EQIA for this Service/Policy

	Con	Completed	
	Date	Initials	
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
		To be Completed by	
	To be Co	To be Completed by	
	Date	Initials	
Action:			
Reason:			
Action:			
Reason:			
Please detail any new actions required since completing the original EQIA and reasons:	1		
	To be co	mpleted by	
	Date	Initials	
Action:			
Reason:			
Action:			
Reason:			

Please detail any discontinued actions that were originally planned and reasons:

Action:	
Reason:	
Action:	
Reason:	
Please write yo	our next 6-month review date
Name of compl	leting officer:
Date submitted	l:
If you would lik	te to have your 6 month report reviewed by a Quality Assuror please e-mail to: alastair.low@ggc.scot.nhs.uk