SUBMISSION FROM NHS 24

Equalities in the Budgeting Process:

**Question:** How were equalities issues taken into consideration in allocating budgets in 2012-13? (Please describe the process undertaken)

**NHS 24 response:** The budget setting process for NHS 24 is undertaken on an incremental basis. Budgets are carried forward from the prior year and increased or decreased for approved developments and efficiency savings. Any budgetary requirements for equality issues are considered at the developmental stage of the budget setting process.

**Question:** Was the approach taken for the 2012-13 budget any different from that taken in 2011-12? (If YES, please describe what changed in your approach)

**NHS 24 response:** The approach taken by NHS 24 to setting its budget for 2012-13 was consistent with that taken in 2011-12.

**Question:** Can you provide any examples of how equalities considerations influenced agreed budgets? (Please provide up to THREE examples)

**NHS 24 response:** The majority of the NHS 24 budget supports the delivery of the Out of Hours telephony service.

Following the introduction of SharePoint in 2012 all Project Managers now complete a Participation and Equalities Questionnaire at the commencement of the project. This affords Project Managers the opportunity to consider the influence that equalities will have on budgets at the earliest stage of development. Any outcomes with budgetary implications are built into the project delivery.

Equality considerations influenced agreed budgets in relation to the development funding bid for the recently introduced British Sign Language prototype service, the refresh of the Health in My Language service and the improved access for people with learning disabilities.

**Question:** For your three most significant mainstream services (in terms of cost), please provide details of

a) The total budget for this service in 2011-12 and 2012-13

**NHS 24 response:**

<table>
<thead>
<tr>
<th>Service</th>
<th>2011/2012</th>
<th>2012/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out of Hours telephony service</td>
<td>£29,942k</td>
<td>£30,693k</td>
</tr>
<tr>
<td>Health Information Services</td>
<td>£1,309k</td>
<td>£1,353k</td>
</tr>
<tr>
<td>Breathing Space</td>
<td>£1,078k</td>
<td>£1,125k</td>
</tr>
</tbody>
</table>

b) The impact (positive or negative) that this service has on equality groups
NHS 24 response: The services provided by the Out of Hours telephony service, Health Information Services and Breathing Space each provide a positive impact on equality groups.

c) The impact (if any) that any budget changes have had on equality groups

NHS 24 response: The budget changes have not had an impact on equality groups, beyond NHS 24 being able to continue to maintain existing services in support of equality groups and plan additional services in support of equality groups.

Service Provision for Equalities Groups:

Question: For up to THREE services with a specific focus or provision for equalities groups, please provide details of

a) The total budget for this service in 2011-12 and 2012-13

NHS 24 response:

<table>
<thead>
<tr>
<th>Service</th>
<th>11/12</th>
<th>12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Sign Language prototype</td>
<td>£12k</td>
<td>£134k</td>
</tr>
<tr>
<td>Scottish Centre for Telehealth and Telecare</td>
<td>£1,292k</td>
<td>£1,239k</td>
</tr>
<tr>
<td>Health Information Services</td>
<td>£1,309k</td>
<td>£1,353k</td>
</tr>
</tbody>
</table>

b) The impact that this service has on equality groups

NHS 24 response:

The following three examples are provided in support of NHS 24 evidencing the impact that the British Sign Language prototype, Scottish Centre for Telehealth and Telecare, and Health Information Services are having on equality groups.

New technologies present new opportunities for NHS 24 and as such full evaluations have yet to be completed for each of the services referred to within this section.

The British Sign Language prototype has introduced improved access for Deaf people to the Out of Hours telephony service and additional telephony based services provided by NHS 24, including pharmacy, the Scottish Emergency Dental Service and Breathing Space.

The Scottish Centre for Telehealth and Telecare works in collaboration with territorial health boards and delivers improved services for disability groups. Examples include the NHS Lothian Home Monitoring Service currently supporting patients with heart failure with a view to widening out support to patients with other conditions and work ongoing with NHS Highland to improve services to patients with dementia who are in care.

Health Information Services provide a range of services and information which
have an impact on equality groups. This includes NHS inform which has expanded its provision of information to include information on mental health and wellbeing, palliative care and musculoskeletal treatment; Care Information Scotland a telephone and website service providing information about care services for older people living in Scotland; and the refresh of Health in My Language which lets people find information about health related services in Scotland which has been translated into different languages.

c) The impact (if any) that any budget changes have had on equality groups

NHS 24 response: The budget changes have had a positive impact on equality groups, ensuring the Out of Hours telephony services, Scottish Centre for Telehealth and Telecare and Health Information Services are able to continue to develop a range of services to improve equality of access; deliver improved services for equality groups; and provide a range of information in support of equality groups, including, age, disability and race.

Mainstreaming Equalities:

Question: What specialist services or programmes have been, or are being altered, in the interests of mainstreaming?

NHS 24 response:

NHS 24 has a programme in place to conduct equality and diversity impact assessments of its services, functions and policies. The recommendations from the impact assessments are intended to embed equalities and drive forward improvements. NHS inform, Care Information Scotland, Breathing Space, Scottish Emergency Dental Service and the Out of Hours telephony service have all been impact assessed and progress across each of the actions to mainstream equality have been reported to the governance committee responsible for equality within NHS 24.

Question: What monitoring is in place to ensure that the relevant equality groups continue to access an appropriate service?

NHS 24 response:

Due to the nature of the telephone services provided by NHS 24 and for reasons of patient safety NHS 24 cannot fully capture equality monitoring at the point of use relying instead on using a combination of activities to achieve effective monitoring.

NHS 24 currently captures the age and gender of callers to the service and monitors the use of Language Line by patients, including a break down of the requests for interpreters across a range of languages.

In 2009, NHS 24 received funding from the Scottish Health Council to undertake a review into how access to NHS 24 services for Gypsy/Travellers could be potentially improved. This work reported in 2010 and as a result, NHS 24 has
sought to develop stronger links with this patient group, and to improve awareness of and access to NHS 24 services.

NHS 24 consequently has two actions in relation to Gypsy/Travellers in this year’s NHS 24 Patient Focus and Public Involvement Strategy Action Plan:

- Engage with members of the Travellers communities to promote ways in which people can access NHS 24 services and explain the patient journey.

- Develop and roll out training to advance the knowledge of staff on issues which can affect Travellers communities.

Similar arrangements resulted in a report titled 'Involving Hard to Reach Groups: Polish Community Outreach Project' being published. This work also reported in 2010 and included the development of a questionnaire for Polish communities regarding awareness of NHS 24 services and to understand the Polish perception of the Scottish Health Service.

NHS 24 consequently has two actions in relation to the Polish community in this year's NHS 24 Patient Focus and Public Involvement Strategy Action Plan:

- Engage with members of the Polish community to promote ways in which people can access NHS 24 services and explain the patient journey.

- Develop and roll out training to advance the knowledge of staff on issues which can affect the Polish community.

In 2011 thirty three focus groups, involving people with learning disabilities and their carers were held across Scotland with the support of the Scottish Consortium for Learning Disability. The findings of the focus groups supported NHS 24 tailor its accessibility for this user group.

In 2011 nine focus groups, involving Deaf people were held across Scotland. The findings of the focus groups supported NHS 24 tailor its accessibility for this user group.

In 2011 nine focus groups, involving people with dementia and their carers were held across Scotland with the support of Alzheimer's Scotland. The findings of the focus groups supported NHS 24 tailor its accessibility for this user group.

In 2011 the third sector organisation REACH Community Health Project received funding from NHS 24 to answer questions around the use of NHS 24 services among Black and Minority Ethnic (BME) communities in Scotland in an attempt to understand the factors that influence the use of this service among BME communities and to ultimately improve on the delivery of health services to this important subgroup of Scotland's population.

The report titled: 'Knowledge, Understanding and Experience of NHS 24 services among Black and Minority Ethnic populations living in Scotland: Perceived Opportunities and Challenges for Accessing NHS 24 Services' was received by
NHS 24 in January 2012 and an action plan has subsequently been developed to support the setting of equality outcomes, as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

In 2012 the national youth information and citizenship charity Young Scots received funding from NHS 24 to answer questions around the use of NHS 24 services among young people aged between 11 and 26.

A draft report was received from Young Scots in June 2012 and the findings of the report will support the setting of equality outcomes, as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

In 2012 Glasgow Centre for Inclusive Living a disabled led organisation for disabled people received funding from NHS 24 to answer questions around the use of NHS 24 services among disabled people.

A draft initial report has been received and Glasgow Centre for Inclusive Living supported by NHS 24 intends supplementing the findings of the initial report with focus groups scheduled to be held this autumn. The findings of the finalised report will support the setting of equality outcomes, as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

The Future Programme brings together two major projects. Under the Strategic Frontline Applications Programme and Service Redesign programmes, significant work has gone into developing a new technology platform designed to deliver streamlined, multi-channel health and care services for the next ten years. Further development of this work is expected to include equality monitoring opportunities.

John Turner
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NHS 24
9 August 2012