



CLINICAL EXCELLENCE, QUALITY & SAFETY

Luton and Dunstable University Hospital

Patient Information

Equality Report

31st March 2015

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1. INTRODUCTION

This Patient Report 2014/2015 provides analysis of the data that the Trust holds in relation to people who use our services as part of their Equality, Diversity and Human Rights needs.

The Trust prepares and publishes equality information annually. This key information is a Duty requirement needed to help the Trust in making decisions that improve quality of service, or in taking measures that promote equality of opportunity, or foster good relations or eliminate harassment and unlawful discrimination. This information helps us to:

- Identify who is accessing our services
- Identify if there is under-representation or any disadvantage faced by people based on their individual protected characteristics (*see below)
- Understand the needs of our patients
- Determine how we may address under-representation from specific groups
- Compare our performance with similar organisations
- Identify necessary service improvements.

*The protected characteristics are Age, Ethnicity, Gender, Disability, Religion or Belief, Sexual Orientation, Transgender, Marriage and Civil partnership, Pregnancy and Maternity.

Currently our Patient Report mainly considers overall patient activity for Age, Ethnicity, Gender, and Religion or Belief, and Maternity. There are gaps within the information with regard to the rest of the protected characteristics. Also the information is not unified but provided by Outpatients, Inpatients, Accident and Emergency, and Maternity and Childbirth.

However, a new unified Patient electronic data system is being planned in 2016 which has greater functionality for recording data. Once this functionality is explored the Trust will scope the data that can be collected and how these gaps may be addressed.

- 2 SUMMARY -** Inpatients, Outpatients and Accident & Emergency are measured in terms of attendances and admissions rather than individuals. Some attendance may be multiple by one individual.

The Trust actively encourages both positive and negative feedback about its services. Feedback supplied is essential and helpful and welcomed as necessary for continuous service improvement.

3. ACCIDENT AND EMERGENCY (A&E)

- 3.1 General Attendance in A&E –** There was a total of 91,395 attendances in Accident and Emergency (A&E) during this reporting period of which:

- 3.2 A&E attendance by Gender -** Of the 91,395 attendances 52% (47,555) were Male - 48% (43,840) Female

- 3.3 A&E attendance by Age Band and Gender -** Of the 91395 attendances only 0.0% (13) did not declare an age and from the data below:

- The older quartile has lower numbers in their groups. There is also an increasingly marked rise in female attendance in the age groups from aged 75 upwards with a decline in male numbers.

For the rest of the data groups below 75 years:

- Attendance is more likely for both Genders the younger they are
- The highest level of attendance occurs between the age of 0<5 which amounts to 11.8% (10778) of the data. There is disproportionate attendance by male in this group.
- Attendance is reasonably balance between the Genders with noticeably slightly more male presenting.(see Gender above)

A&E attendances 2014-2015 - By Gender and Age Band				
Age band/ yrs	Female	Male	Grand Total	Percentage
0 < 5	4499	6279	10778	11.8%
5 < 10	2124	2883	5007	5.5%
10 < 15	2150	3277	5427	5.9%
15 < 20	2499	2872	5371	5.9%
20 < 25	3352	3476	6828	7.5%
25 < 30	3381	3291	6672	7.3%
30 < 35	2961	3042	6003	6.6%
35 < 40	2263	2621	4884	5.3%
40 < 45	2293	2606	4899	5.4%
45 < 50	2368	2496	4864	5.3%
50 < 55	2203	2375	4578	5.0%
55 < 60	1807	2073	3880	4.2%
60 < 65	1612	1723	3335	3.7%
65 < 70	1531	1668	3199	3.5%
70 < 75	1530	1605	3135	3.4%
75 < 80	1914	1778	3692	4.0%
80 < 85	2092	1694	3786	4.1%
85 < 90	1751	1157	2908	3.2%
90 < 95	1212	530	1742	1.9%
95 < 100	236	94	330	0.4%
100 +	58	6	64	0.1%
(blank)	4	9	13	0.0%
Total	43840	47555	91395	100.0%

3.4 A&E attendance by Ethnicity

From the 91395 attendances 84.4% declared their ethnicity. The 15.6% were not stated or not known. (In future a “prefer not to say” comment box may help ascertain why). Rounded up data shows that attendees were;

- 60% White,
- 16.% Asian,
- 5% Black,
- 1% other

- 2% dual / multiple heritage and
- 16% *Not known /not stated*

From the Asian British category of 14,557 patients; 55% (8,067) are Pakistani; % (2,597) are Bangladeshi, % (1,625) Indian and % (2,268) are classified as Asian other

From the Black British category of 4,667 patients; % (1,799) are Caribbean; % (1,915) African and % (5,537) Black other.

3.5 A&E by Religion or Belief

From the 91395 attendances the declaration was 41.6% (38,003) with 49.1% (44854) not declared. A further 1.7% (1564) declared other (to the 47 listed categories) and so a comment box may be helpful to include these categories.

Accident and Emergency Attendance 2014-2015 By religion, Belief or No Belief		
Category	number	%
Not Specified	44854	49.1%
Church of England	13660	14.9%
Muslim	8637	9.5%
None	6972	7.6%
Christian	6207	6.8%
Roman Catholic	6061	6.6%
Other	1564	1.7%
Hindu	924	1.0%

4. Inpatients Attendance

4.1 Inpatients Attendance in General - The total of inpatient attendances for this reporting year is **78,734**. (NB: this figure does not include the number in maternity and well babies – see section (6).

4.2 Inpatients by Gender - Of the 78734 inpatients, 52.5% (41,342) were female and 47.5% (37,392) were male.

4.3 Inpatients by Age Band and Gender

Of the 78734 attendances, some attendance may be multiple by one individual. However, from the data below:

- All declared an age
- The total of male and female admissions remains circa 5000 (much higher than A&E and for much longer in the 50<55 to the 75<80 age groups after which total numbers start to decline.

Inpatients by Age and Gender - 2014 -2015				
Age band	Female	Male	Total	percentage
0 < 5	4093	5372	9465	12.0%
5 < 10	942	1157	2099	2.7%
10 < 15	861	873	1734	2.2%
15 < 20	1081	810	1891	2.4%
20 < 25	1542	991	2533	3.2%
25 < 30	1799	1049	2848	3.6%
30 < 35	2034	1250	3284	4.2%
35 < 40	1824	1444	3268	4.2%
40 < 45	2117	1571	3688	4.7%
45 < 50	2832	1919	4751	6.0%
50 < 55	2926	2270	5196	6.6%
55 < 60	2566	2451	5017	6.4%
60 < 65	2475	2581	5056	6.4%
65 < 70	2536	3153	5689	7.2%
70 < 75	2681	2978	5659	7.2%
75 < 80	3027	2859	5886	7.5%
80 < 85	2565	2553	5118	6.5%
85 < 90	2001	1442	3443	4.4%
90 < 95	1176	576	1752	2.2%
95 < 100	212	88	300	0.4%
100 +	52	5	57	0.1%
Total	41342	37392	78734	100.0%

- At the 80 onwards older quartile, numbers decline in the groups for male and female with a marked higher level of female from 85 onwards. This may be attributed in part to females having more longevity, etc.
- Conversely to A&E, attendance is more likely for both Genders the older they are except for the 0>5 age group.
- The highest level of attendance occurs between the age of 0<5 which amounts to 11.8% (10778) of the data. There is also disproportionate attendance by male in this group.
- Attendance is reasonably balanced between the Genders with slightly more female presenting.(see Gender above)

4.4 Inpatients by ethnicity

From the 78734 inpatients, 93.5% (73616) declared their ethnicity, leaving 6.5% (5118) with their ethnicity unknown. From the declared data:

- 70% are White,
- 16.4% Asian,
- 5.3% Black,
- 6.5% other and
- 1.8% dual / multiple heritage.

From the Asian British category of **12,835 patients**; 55% are Pakistani; 17.9% Bangladeshi, 15.8% Indian and 11.3% are classified as Asian other

From the Black British category of **4,133 patients**; 48.5% are Caribbean; 40% African and 11.5% Black other.

4.5 Inpatients by Religion or Belief

The declaration rate for data on the religion or belief of the 78,734 inpatients, is 62.3% (49044), leaving 37.7% (26960) for whom information is not known.

There are 42 different categories and since the protected characteristic for religion or belief also covers people with no belief, this is also included and amounts to 7.5% of inpatients (5897).

36 categories of Other Religions or beliefs stated, each with below .5% in number amount to 2.8% (2222). A further 0.8% (668) selected “other” which means their Religion or Belief is not listed. This indicates it may be good to ask what their religion is and add this to the categories listed.

INPATIENTS - By Religion or Belief 2014 -2015		
Religion, Belief (or no Belief)	Total	%
Church of England	16889	21.5%
Not Specified	15416	19.6%
Not Known	14274	18.1%
Muslim	7504	9.5%
Christian	7424	9.4%
Roman Catholic	6498	8.3%
None	5897	7.5%
Hindu	1092	1.4%
Methodist	850	1.1%
Other (not stated)	668	0.8%
Other stated (36 below 0.5%)	2222	2.8%
Total	73734	

5 Outpatient Attendance

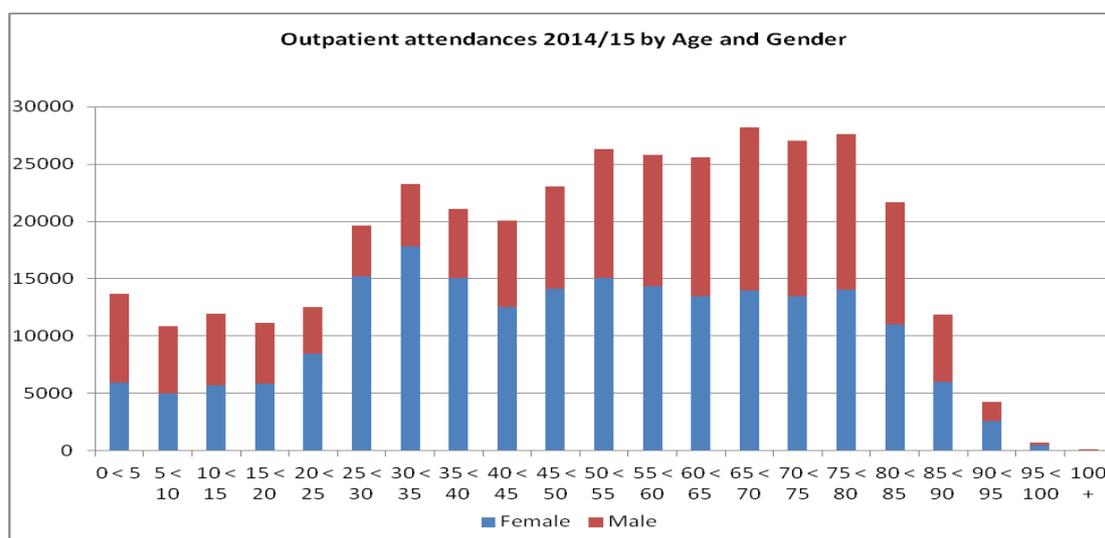
5.1 Outpatients in General - The total of outpatient attendances for this reporting year is **366,352**.

5.2 Outpatients by Gender - Of the 366,352 out patients attending, 57.3% (210,003) were female and 42.7% (156,349) male. (100% declaration as gender is a standard record).

5.3 Outpatients by Age Band and Gender - For the 366,352 outpatients there is 100% declaration.

- Unlike representation results in A&E (11.8%) and Inpatients (12%), there is a much more proportional representation of the 0<5 group at (3.7%) when compared with other groups. There is still a disproportionate representation of male in this group.

Outpatient attendances by Gender / Age 2014-2015				
Age Band	Female	Male	Total	percentage
0 < 5	5888	7819	13707	3.7%
5 < 10	4947	5886	10833	3.0%
10 < 15	5709	6204	11913	3.3%
15 < 20	5865	5283	11148	3.0%
20 < 25	8430	4064	12494	3.4%
25 < 30	15175	4440	19615	5.4%
30 < 35	17841	5435	23276	6.4%
35 < 40	15031	6082	21113	5.8%
40 < 45	12554	7499	20053	5.5%
45 < 50	14105	8955	23060	6.3%
50 < 55	15097	11234	26331	7.2%
55 < 60	14304	11489	25793	7.0%
60 < 65	13471	12121	25592	7.0%
65 < 70	13957	14214	28171	7.7%
70 < 75	13450	13628	27078	7.4%
75 < 80	14046	13602	27648	7.5%
80 < 85	11003	10686	21689	5.9%
85 < 90	5963	5906	11869	3.2%
90 < 95	2602	1627	4229	1.2%
95 < 100	507	151	658	0.2%
100 +	58	24	82	0.0%
Total	210003	156349	366352	100.0%



5.4 Outpatients by Ethnicity

From the 366,317 attendance in outpatients in 2014-2015, 93.0% (341,119) declared their ethnicity, leaving 6.9% (25,128) with ethnicity unknown and 0.1% declared other. Mostly reasons given why these were undeclared was

not stated, not known or specified. Also when asked, 961 refused to declare and declaration is not obligatory.

Outpatients by Ethnicity 2014-2015			
	Ethnicity	Number	Percentage
1	White - British	226073	61.7%
2	Pakistani	32820	9.0%
3	Not stated - ask patient	21196	5.8%
4	Any other White background	16896	4.6%
5	Indian	11578	3.2%
6	Bangladeshi	10809	3.0%
7	Black - Caribbean	10496	2.9%
8	White - Irish	9171	2.5%
9	Black - African	7333	2.0%
10	Any other Asian background	5932	1.6%
11	Not Known	2863	0.8%
	Other categories of religion or		
12	Belief stated below >0.8%	2215	2.7%
	Grand Total	366352	100.0%

5.5 Outpatients by Religion or Belief

6 Maternity and births

6.1 **General Admissions** - There were 14359 females admitted for maternity care in 2014-2015.

6.2 **Maternity by Age** - By age band these were as follows in the chart below;

Maternity admissions 2014/15		
age band	Female	Grand Total
15 < 20	548	548
20 < 25	2656	2656
25 < 30	4463	4463
30 < 35	4153	4153
35 < 40	2052	2052
40 < 45	445	445
45 < 50	42	42
Grand Total	14359	14359

By largest to smallest age groups represented (see the chart below), the 25 - 35 age groups account for the most maternity admissions which combined amount to 60% (8616 females). The next level of maternity admissions sees the 20-25 years group at 18.5%, and the 35-40 years group at 14.3%.

The female admissions in the youngest and oldest age groups on the spectrum are the lowest number of admissions with 15 – 20 years accounting

for 3.8%, 40-45 years 3.1% and then a small number between 45-50 years at 0.3% (42 females).

Maternity admissions 2014/15			
Age band	Female	Grand Total	percentage
25 < 30	4463	4463	31.1%
30 < 35	4153	4153	28.9%
20 < 25	2656	2656	18.5%
35 < 40	2052	2052	14.3%
15 < 20	548	548	3.8%
40 < 45	445	445	3.1%
45 < 50	42	42	0.3%
Grand Total	14359	14359	100.0%

6.3 Maternity by Ethnicity

Of the 14359 females admitted, 99.5% declared ethnicity, .5% (.4% or 61 not stated, and 7 refused to declare). From the details in the chart below, in summary there were:

- 59.4% are White,
- 30.1% Asian,
- 6.5% Black,
- 1.7% other and
- 1.2% dual / multiple heritage.

From the Asian British category of **4327 patients**; 58.6% are Pakistani; 19.9% Bangladeshi, 13.9% Indian and 7.5% Asian other.

From the Black British category of **947 patients**; 57.9% are Black African, 34.7% are Caribbean; and 7.4% Black other.

6.4 **Births - Gender** - Of the 2592 healthy babies born 51.1% were male (1325) and 48.9% female (1267).

6.5 **Births – ethnicity** - Of the 2592 babies 99.7% (2583) had declared ethnicity leaving 9 babies with unknown ethnicity. From the details in the chart below, in summary there were:

- 52% (1347) are White,
- 31.2% (808) Asian,
- 8.4% (219) dual / multiple heritage
- 6.5% (168) Black,
- 1.6% (41) Any other

From the Asian British category of **808 babies**; 60.9% (492) are Pakistani; 18.7% (151) Bangladeshi, 15.2% (123) Indian and 5.2% (42) Asian other.

From the dual/ multiple heritage of **219 babies**; Mixed White and Black Caribbean 31.1% (68); Mixed White and Black African 7.3% (16), Mixed White and Asian 23.3% (51) and Any other Mixed Background 38.4% (84).

From the Black British category of **168 babies**; 63.7% (107) are Black African, 33.9% (57) are Caribbean; and 2.4% (4) Black other.

Healthy Babies By Ethnicity 2014-2015			
	Ethnicity	Number	Percentage
1	White British	1008	38.9%
2	Pakistani	492	19.0%
3	Any other White Background	321	12.4%
4	Bangladeshi	151	5.8%
5	Indian	123	4.7%
6	Black African	107	4.1%
7	Any other mixed Background	84	3.2%
	Mixed White and Black		
8	Caribbean	68	2.6%
9	Black Caribbean	57	2.2%
10	Mixed White and Asian	51	2.0%
12	Any other Asian Background	42	1.6%
12	Any other Ethnic Group	34	1.3%
13	White Irish	18	0.7%
14	Mixed White and Black African	16	0.6%
15	Not stated - ask Patient	9	0.3%
16	Chinese	7	0.3%
17	Any other Black Background	4	0.2%
		2592	100.0%

7. Patients with Hearing or Vision Disability

In this period we had 650 patients with a diagnosis of conductive, sensorineural or other Hearing loss, and 153 patients with a diagnosis of H540 Blindness binocular or severe visual impairment binocular. This is important information for our Assistive Information Projects.

8. Top 5 Languages Booked by Quarter 2014/15

Language Q1, 2 & 3	Number of Bookings Q1	Number of Bookings Q2	Number of Bookings Q3	Language Q4	Number of Bookings Q4
Polish	207	201	263	Polish	283
Urdu	132	171	169	Urdu	145
Bengali	128	116	119	Bengali	117
Romanian	32	40	41	Romanian	66
Punjabi	29	25	25	British Sign Language	28

8 PATIENT COMPLAINTS 2015 (1 JANUARY 2015 TO 31 DECEMBER 2015)

The Complaints Department and the Patient Advisory and Liaison Service (PALS) are valuable sources of information regarding dissatisfaction with our services and evidence for when the services provided at The Luton and Dunstable Hospital do not meet the needs of patients from protected groups.

In the period 1 January 2015 to 31 December 2015 the Trust received 637 complaints which were investigated through the NHS Complaints Regulations. This is in comparison to the 654 complaints which were received the previous year.

Diversity information is handled on an anonymised basis.

533 complainants provided their ethnicity status. 211 complainants/ service users supplied information on their gender and age.

The information supplied is detailed in the tables below. For 1 January 2015 to 31 December 2015

Ethnicity	Number
White British	354
White Irish	3
White other	17
Mixed white and black Caribbean	2
Mixed white and black Asian	2
Other mixed	2
Indian	12
Pakistani	39
Bangladeshi	7
Other Asian	10
Black Caribbean	15
Black African	4
Other Black	3
Chinese	1
Not Stated	166
Gender	Number
Female	139
Male	72
Age Range of Service User/	Number
Under 18	11
18 – 29	20
30 – 64	67
65 – 74	34
75 - 84	22
85 +	16