Luton and Dunstable University Hospital

Annual Patient Equality Information Report

Year ending 31st March 2019

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1.   INTRODUCTION

This report for year ending March 31, 2019 is the fifth annual comprehensive Patient Report. It analyses the data that the Trust holds in relation to people who use our services as part of evaluating and working to meet their Equality, Diversity and Human Rights needs and to improve their Patient Experience.

The Trust prepares and publishes equality information annually not only as a statutory requirement but as necessary 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
- Make informed and better decisions about priorities, services and use of resources
- To create good relationships with patients and families

*The protected characteristics are listed in the table below.

Our Patient Report mainly considers overall patient activity for Age, Ethnicity, Gender, and Religion or Belief, and Maternity and births. There are gaps within the information with regard to the rest of the protected characteristics. Also the information is not unified but provided by 4 separate systems and divisions of Outpatients, Inpatients, Emergency Department (Accident and Emergency), and Maternity and Childbirth. Work is ongoing especially on the Trust's electronic data system to ensure that information gaps related to some protected characteristics are captured and made available in the future. The table below indicates the information collated in relation to the nine protected characteristics:

Protected Characteristic	Inpatients	Outpatients	ED	Maternity*
Age	✓	✓	✓	✓
Gender	✓	✓	✓	✓
Ethnicity	✓	✓	✓	✓
Religion/belief	✓	✓	✓	✓
Disability	x	x	x	x
Sexual Orientation	x	x	x	x
Transgender	x	x	x	x
Marriage/Partnership	x	x	x	x
Maternity and Pregnancy				✓

*Pregnancy and maternity are also a protected characteristic

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

2   SUMMARY

The reporting period is 1 April 2018 to March 31, 2019. There are comparisons with the years ending March 31st 2018, 2017, 2016 and 2015. Inpatients, Outpatients and Emergency Department are measured in terms of attendances and admissions rather than individuals and so some attendance may be multiple by one individual.

As an overview of the key areas of the last 5 years of this report:

Total Patient attendance 2015 to 2019 shows:

Total annual attendances have increased by 80584 or 13.8% between years ending March 31st 2015 and 2019. The largest growth since March 2015 is in Emergency by 18.2% and Inpatient by 21.7%. It is less easy to evaluate maternity and healthy births because of fluctuating numbers and also because the data for babies with special care or neonatal needs is included in Inpatient data (see chart below).

Patient Attendance or Admissions Years Ending March 2015 to 2019							Change in 2019 from 2015	
DIVISION	**2015**	**2016**	**2017**	**2018**	**2019**	**TOTAL**	**number**	**%**
Emergency	91395	95506	101058	105238	107998	**501195**	**16603**	**18.2%**
Inpatient	78734	82839	87961	90838	95836	**436208**	**17102**	**21.7%**
Outpatient	366352	379486	398117	396491	408128	**1948574**	**41776**	**11.4%**
Maternity	14359	17239	17313	17568	19535	**86014**	**5176**	**36.0%**
Healthy births	2592	2738	2897	2842	2519	**13588**	*-73*	*97.2%*
	553432	**577808**	**607346**	**612977**	**634016**	**2985579**		
% increase		**4.4%**	**5.1%**	**0.9%**	**3.4%**	**13.80%**		

Data collection is required to be captured on March 31st each year or the closest working date. In terms of this, if this data is captured later, it has an impact on accurate year by year benchmarking. This was likely to have happened in 2017 against 2018 where the % increase is less balanced. This has a marked effect on Outpatients Attendance data.

Patient Attendance Increases and decreases by division by number and percentage by year end (for 2016, 2017, 2018 and 2019)								
DIVISION	**Year end 2016 no - %**		**Year end 2017 no - %**		**Year end 2018 no - %**		**Year end 2019 no - %**	
Emergency	4111	4.5%	5552	5.8%	4180	4.1%	2760	2.6%
Inpatient	4105	5.8%	5122	5.2%	2877	3.4%	4998	5.5%
Outpatient	13134	3.6%	18631	4.7%	-1626	-0.4%	11637	2.9%
Maternity	2880	20.1%	74	0.5%	255	1.6%	1967	11.2%
Healthy births	146	5.6%	159	5.8%	-55	-1.9%	-323	-11.4%
	24230		**29379**		**5631**		**21039**	

There has been an increase in inpatients and in maternity admissions but a decrease in healthy births in 2019.

Patient Attendance by Gender

Despite the increase in attendance across services, the ratio of male to female attendances remains consistently very similar. Male attendance is @ circa 4% higher than female for the

Emergency department, female attendance is @ circa 4.5% higher for Inpatient and @ circa 1.5% higher for outpatient than male.

Patient Attendance by Gender ratio in 2016 to 2019

DIVISION	2015/2016		2016/17		2017/2018		2018/2019	
	Male	Fem.	Male	Fem.	Male	Fem.	Male	Fem.
Emergency	51.7%	48.3%	51.7%	48.3%	51.2%	48.8%	50.7%	49.2%
Inpatient	47.5%	52.0%	47.7%	52.3%	47.2%	52.9%	47.4%	52.6%
Outpatient	42.3%	57.8%	42.0%	58.0%	42.0%	58.0%	42.0%	58.0%

Patient Attendance by ethnicity shows that there is 24-29% BME attendance across Emergency, Inpatients and Outpatients services with a trend for proportionally increasing across Emergency and out patients. For maternity and healthy babies BME attendance is higher at between 39-48%. For the workforce, BME representation has had a trend for increasing from 37% to 43.2% across the 5 years.

Attendance by Ethnicity years ending March 2015 to March 2019						
DIVISION	Ethnicity	2015 - %	2016 - %	2017 - %	2018 - %	2019- %
Emergency	White	60.0%	63.5%	62.5%	63.4%	62.6%
	BME	24.0%	27.0%	27.6%	28.8%	28.7%
	Unknown	16.0%	9.5%	9.9%	7.8%	8.7%
Inpatient	White	70.0%	63.5%	68.5%	70.1%	67.9%
	BME	23.5%	27.5%	24.9%	25.7%	26.3%
	Unknown	6.5%	9.5%	6.6%	4.2%	5.8%
Outpatient	White	60.0%	68.4%	68.8%	70.6%	68.2%
	BME	24.0%	24.5%	25.7%	26.7%	27.4%
	Unknown	16.0%	7.1%	5.5%	2.7%	4.4%
Maternity	White	59.4%	51.1%	58.3%	61.6%	56.5%
	BME	39.5%	48.4%	40.7%	38.1%	42.3%
	Unknown	1.1%	0.6%	1.0%	0.4%	1.3%
Healthy Births	White	52.0%	52.9%	53.7%	55.4%	52.0%
	BME	47.7%	46.6%	45.4%	44.3%	47.7%
	Unknown	1.6%	0.4%	0.8%	0.3%	0.3%
Workforce	White	58.8%	59.8%	57.6%	56.0%	54.5%
	BME	37.7%	37.7%	38.9%	40.0%	43.2%
	Unknown	3.5%	2.5%	3.5%	4.0%	2.3%

There is a need to look at BME representation through the age groups of the different services to see the changes in representation levels. In terms of a **representative workforce -** In the chart that follows, the workforce currently has good BME representation against patient population. It has not been broken down into the different BME patient and staff groups to see how balanced the representation is across these. Also as can be seen from maternity and

healthy baby data, diversity will increase.

Ethnicity Profile Year Ending March 2019						
Ethnicity	Emergency	Inpatient	outpatient	maternity	Healthy births	Workforce
White	62.6%	67.9%	68.2%	56.5%	52.0%	54.5%
BME	28.7%	26.3%	27.4%	42.3%	47.7%	43.2%
Unknown	8.7%	5.8%	4.4%	1.3%	0.3%	2.3%

Under the Workforce Race Equality Standard, ethnicity is measured by White, BME or Unknown. Measurement for White Ethnicities is left to the Trust to determine. Since the Trust is one of the more diverse in the UK, and our top requested interpretation includes Polish and Romanian the next table separates out White and White ethnicities to reveal that White Ethnicities in 2015 are represented between 7.3% to 17% across the patient divisions and workforce and in 2019 higher and between 8.1% to 16.4%

It is of particualr note that representation in maternity and health babies is higher at 13% to17% in 2015 and 13.9 to 16.4% in 2019.

Ethnicity Profile taking account of White Ethnicities as a group as of 2015 and 2019						
Ethnicity	Emergency	Inpatient	outpatient	maternity	Healthy births	Workforce
Ethnicity Profile Year Ending March 2015						
White	53.0%	62.2%	61.7%	42.4%	38.9%	49.8%
BME	27.6%	24.1%	24.3%	40.1%	47.7%	37.7%
White Other	9.5%	7.3%	7.1%	17.0%	13.1%	8.9%
Unknown	9.9%	6.5%	6.9%	0.5%	0.3%	3.5%
Ethnicity Profile Year Ending March 2019						
White	52.6%	59.6%	60.1%	42.5%	38.3%	45.5%
BME	28.7%	26.3%	27.4%	42.3%	44.7%	43.2%
White Other	10.0%	8.2%	8.1%	13.9%	16.4%	9.1%
Unknown	8.7%	5.8%	4.4%	1.3%	0.6%	2.3%

3   EMERGENCY DEPARTMENT (ED)

3.1 General Attendance in ED- During this reporting period there was a total of 107,998 attendances in the Emergency Department (ED) which gives an accrued average increase of 4.3% (4151 attendances) each year since 2015. In real terms this is an **overall increase in attendances by 17.01% over a 4 year period since year end March 2015** (16603 more attendances in 2019 than in 2015).The increase in 2019 was below average at 2.56% and a lower % increase than the previous 3 years.

Emergency Department Attendances Increases at years ending March 2015 to March 2019.						
	2015	**2016**	**2017**	**2018**	**2019**	**Total**
Attendances	91395	95506	101058	105238	107998	501195
Increase		4111	5552	4180	2760	16603
Increase %		4.50%	5.81%	4.14%	2.56%	17.01%
Average increase	**4.3%**	**4151**				

3.2 Attendance by Gender in ED - of the 107,998 attendances, 53178 (49.2%) were female and 54799 (50.7%) male which is similar to previous years ratio's. Each year shows a slight increase in the proportion of female attendance which between 2015 and 2019 is 1.2% and in 2019 equates to 1296 attendances.

Emergency Department Attendance by Gender 2019		
	male	**female**
2019	50.7%	49.2%
2018	51.2%	48.8%
2017	51.7%	48.3%
2016	52.0%	48.0%
Average	51.4%	48.6%

3.3 Attendance by Age Band and Gender in ED

Declaration of age and gender - Date of birth is required on documents so declaration is high. As can be seen in the chart below, 21 attendances in 2019 did not declare gender compared with 2, 1, 6 and 13 in the four preceding years.

Despite attendance being random, there been very little variation between 2015 and 2019 in the % ratio of attendance attributed to each age band annually against total annual attendances. This shows stasis in the proportion of each age group attending ED over these years despite increased attendance.

As for previous years, for the age range 75 and upwards:
- The older quartile has lower numbers in their groups.
- There is a marked higher proportion of female attendance in the age groups aged 75 upwards with a decline in male numbers. This is notable in the higher proportion of female at 60 - 66% in the 90-99 age group to 75% of the over 100 age group.

Age band in years	Female	Male	not known / stated	% male	Grand total	% in age band			varies 2019 to 2015
						2019	2018	2015	
0 to 4	5325	6939		56.6%	**12264**	11.4%	11.6%	11.8%	-0.4%
5 to 9	2530	3375		57.2%	**5905**	5.5%	5.6%	5.5%	0.0%
10 to 14	2785	3519		55.8%	**6304**	5.8%	5.9%	5.9%	-0.1%
15 to 19	2836	3077		52.0%	**5913**	5.5%	5.7%	5.9%	-0.4%
20 to 24	3588	3458	1	49.1%	**7047**	6.5%	6.5%	7.5%	-1.0%
25 to 29	3759	3520	1	48.4%	**7280**	6.7%	6.9%	7.3%	-0.6%
30 to 34	3592	3437	3	48.9%	**7032**	6.5%	6.6%	6.6%	-0.1%
35 to 39	3394	3180	1	48.4%	**6575**	6.1%	5.9%	5.3%	0.8%
40 to 44	2538	2900	1	53.3%	**5439**	5.0%	4.9%	5.4%	-0.4%
45 to 49	2748	2927		51.6%	**5675**	5.3%	5.1%	5.3%	0.0%
50 to 54	2811	2775	9	49.6%	**5595**	5.2%	5.1%	5.0%	0.2%
55 to 59	2541	2515	1	49.7%	**5057**	4.7%	4.4%	4.2%	0.5%
60 to 64	2065	2323	3	52.9%	**4391**	4.1%	3.8%	3.7%	0.4%
65 to 69	1848	1956	1	51.4%	**3805**	3.5%	3.8%	3.5%	0.0%
70 to 74	2144	2041		48.8%	**4185**	3.9%	3.9%	3.4%	0.5%
75 to 79	2250	2079		48.0%	**4329**	4.0%	4.0%	4.0%	0.0%
80 to 84	2613	2134		45.0%	**4747**	4.4%	4.4%	4.1%	0.3%
85 to 89	2176	1644		43.0%	**3820**	3.5%	3.5%	3.2%	0.3%
90 to 94	1193	790		39.8%	**1983**	1.8%	1.8%	1.9%	-0.1%
95 to 99	394	194		33.0%	**588**	0.5%	0.5%	0.4%	0.1%
100+	48	16		25.0%	**64**	0.1%	0.1%	0.1%	0.0%
Total	**53178**	**54799**	**21**		**107998**	100%	100%	100%	

For the rest of the data groups below 75 years:

- The highest level of attendance occurs in the age group 0<4 which year ending 2019 amounts to 11.04% (12264). This has stasis over the 5 years 2015 to 2019.
- Attendance is relatively more likely for both genders the younger they are especially for males up to the age of 19 which is a consistent trend. Otherwise, attendance is reasonably balanced between the Genders with noticeably slightly more male presenting (see Gender above).

3.4   Attendance in ED by Ethnicity

From the 107998 attendances year ending March 2019, 91.3% declared ethnicity which is the first time it has slipped back (0.9%) on the year on year improvement from the 84.4% declaration at March 2015. However, ED attendances are usually unplanned and can have transitory patients making this declaration result reasonable.

Declaration of ethnicity 2015 to 2019				
2015	2016	2017	2018	2019
84.4%	90.5%	90.1%	92.2%	91.3%

The Trust also measures by BME, White and Unknown attendances as part of benchmarking against the Workforce Race Equality Standard WRES and staff representation.

Attendance in ED by Ethnicity year end March 2019 – and compared with years end March 2015, 2016, 2017 and 2018								
Ethnicity	**Percentage by year**					**Numbers by year**		
	2015	**2016**	**2017**	**2018**	**2019**	**2019**	**2018**	**2017**
White	60.0%	63.5%	62.5%	63.4%	62.6%	67586	66717	63180
BME	24.0%	27.0%	27.6%	28.8%	28.7%	31049	30341	27842
Unknown	16.0%	9.5%	9.9%	7.8%	8.7%	9363	8180	10036
						107998	**105238**	**101058**

See footnote - For the data above the definitions used in recording the proportion of Black and Ethnic Minorities (BME) and White British are that: (1) White includes White British and Any Other White and (2) BME includes all others except "unknown" or "not stated." [1]
The Trust also serves large ethnic groups that warrant further analysis as follows:

White Ethnicity Groups - WRES data does not split out White ethnicities, it just has an all-white category. The highest levels of requests for interpretation are from Polish and Romanian patients. A White and White Other split shows that White Ethnicities have accounted for 9.5 to 10% of attendance over the last 3 years.

Attendance in ED by Ethnicity year end March 2019 showing White Other – and compared with year end March 2015, 2016, 2017 and 2018								
Ethnicity	**Percentage by year**					**Numbers by year**		
	2015	**2016**	**2017**	**2018**	**2019**	**2019**	**2018**	**2017**
White	60.0%	63.5%	53.0%	53.3%	52.6%	56782	56143	53535
White Other			9.5%	10.0%	10.0%	10804	10574	9645
BME	24.0%	27.0%	27.6%	28.8%	28.7%	31049	30341	27842
Unknown	16.0%	9.5%	9.9%	7.8%	8.7%	9363	8180	10036
						107998	**105238**	**101058**

Asian Ethnicity - *NB: This group does not include Mixed Asian and White, or Chinese.*
From the chart which follows ED had 20757 Asian attendances in 2019 which was a 1.8% increase on 2018 levels, a much lower increase than previous years. Between 2015 and 2016 there was a 16.9% increase in Asian attendance which can be attributed to improved declaration levels. In 2017 and 2018 it was 9.5%.

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[1] *These definitions meet national reporting requirements Ethnic Category in the NHS data Model / Dictionary, and the Health and Social care Information Centre Data as based on 2001 ONS Census categories for ethnicity. If groups are a significant minority and may be at risk of less favourable treatment this should be explored.*

Ethnic Categories 2001	
A – White –British	*J – Asian or Asian British –Pakistani*
B – White –Irish	*K – Asian or Asian British - Bangladeshi*
C – Any other white background	*L – Any other Asian background*
D – Mixed White and Black Caribbean	*M – Black or Black British –Caribbean*
E – Mixed White and Black African	*N – Black or Black British –African*
F – Mixed White and Asian	*P – Any other Black background*
G – Any other mixed background	*R – Chinese*
H – Asian or Asian British -Indian	*S – Any other ethnic group*
Z – not stated	

Asian Ethnicity in ED year ending March 2019 - Compared to years ending March 2015 to 2018 with percentage split in the group									
Ethnicity	2015	%	2016	%	2017	%	2018	%	2019	%
Pakistani	8067	55%	9480	55.7%	10371	55.7%	11283	55.3%	11303	52.9%
Bangladeshi	2597	18%	2794	16.4%	3132	16.8%	3284	16.1%	3531	16.5%
Indian	1625	11%	2003	11.8%	2235	12.0%	2446	12.0%	2532	11.8%
Asian other	2268	16%	2745	16.1%	2898	15.6%	3387	16.6%	3391	15.9%
TOTAL	14557		17022		18636		20400		20757	
Increased numbers			2465		1614		1764		357	
Percentage Increase			16.9%		9.5%		9.5%		1.8%	

The table below shows between 2015 and 2019 a 42.6% increase in Asian attendance. Against this increase in Asian attendances the percentage ratios across each of these categories in the years above show relatively proportional stasis.

Asian Ethnicity increase between 2015 and 2019			% change 2015 - 2018	% change between 2018 - 2019
Ethnicity	By No.	By %		
Pakistani	3236	40.1%	39.9%	0.2%
Bangladeshi	934	36.0%	26.5%	9.5%
Indian	907	55.8%	50.5%	5.3%
Asian Other	1123	49.5%	49.3%	0.2%
	6200	42.6%		

Black Ethnicity – *NB: This group does not include Mixed Black and White or other ethnicity.*
From the chart which follows ED had 5915 Black Ethnicity attendances in 2019 compared to 20,757 Asian attendances. This was lower than in 2018 and means between 2015 and 2018 the increase in attendance lowered 1% to 26% for this group compared to 2% and 42.6% for Asian Ethnicity attendances in the same period. Against this result, percentage ratios across categories in Black Ethnicity attendances show relatively proportional stasis over these years.

> ***BLACK AND ASIAN ATTENDANCE IN ED***
> *The general increase in ED attendances since March 2015 is 17.1% - Increases in Black ethnicity attendance during this period is 26.7%. This is a contrast to the much faster growth of the Asian group at 42.6%. The Asian group in 2019 forms 19.2% of ED patient attendance and the Back Group 1.2%*

Black Ethnicity in ED attendances year end March 2019 (compared to March 2015-2018)									
Ethnicity	2015	%	2016	%	2017	%	2018	%	2019	%
African	1915	41.0%	2016	37.2%	2120	38.7%	2273	38.3%	2243	37.9%
Caribbean	1799	38.5%	2171	40.1%	2232	40.7%	2350	39.6%	2397	40.5%
Black other	953	20.4%	1223	22.6%	1131	20.6%	1316	22.2%	1275	21.6%
TOTAL	4667		5410		5483		5939		5915	
Increased numbers			743		73		456		-24	
Percentage increase			15.9%		1.3%		8.1%		-0.4%	

Black Ethnicity increase between 2015 and 2019			% increase 2015 - 2018	Increase between 2018 - 2019
Ethnicity	By No.	By %		
African	328	17.1%	18.7%	-1.6%
Caribbean	598	33.2%	30.6%	2.6%
Black Other	322	33.8%	38.1%	-4.3%
	1248	26.7%		

NB: This group does not include Mixed White and Black African or Mixed White and Black Caribbean, any other ethnic group or any other mixed background.

3.5 Attendance in ED by Age and Ethnicity

The data in the table below shows the consistent high % of BME represented in the 0-10 age groups and an increasingly low % representation at the age groups from aged 45 upwards, particularly at age 65 upwards. However, the % of BME representation in each age band is creeping up each year and this is marked too in the over 95's.This reflects the increasing patient diversity over time and the potential ratios of BME to White in the future. It should be noted that this is mainly due to Asian ethnicity attendance.

ETHNICITY IN EMERGENCY DEPARTMENT ATTENDANCES - - Of the 107,998 attendances in 2019, BME are 28.7% of which 19.4% are Asian and 1.2% Black. The rest of the BME populous is 3.8%.
WHITE Ethnicity - When the White Group is split to show White and White Ethnicities, the ratio is 52.6%: 10%
*Hence BME and White minority ethnicities now form 38.7% of ED attendance in 2019 – **NB: 8.7% had unknown ethnicity.***

A&E Attendees by Age and Ethnicity at March 2017 and across each age band									
	Results in 2019				Varies 2016 - 2019	% BME 2016 to 2019			
Age band	White	Not known	BME	Total		2019	2018	2017	2016
0 to 4	6407	380	5477	12264	0%	45%	45%	45%	45%
5 to 9	3016	265	2624	5905	2%	44%	**47%**	45%	42%
10 to 14	3484	345	2475	6304	4%	39%	**39%**	36%	35%
15 to 19	3254	734	1925	5913	6%	33%	**32%**	29%	27%
20 to 24	3959	1007	2081	7047	6%	30%	**28%**	26%	24%
25 to 29	4365	886	2029	7280	0%	28%	**29%**	27%	28%
30 to 34	3967	850	2215	7032	0%	31%	**32%**	31%	31%
35 to 39	3606	755	2214	6575	0%	34%	34%	35%	34%
40 to 44	2910	643	1886	5439	4%	35%	**34%**	31%	31%
45 to 49	3341	706	1628	5675	6%	29%	**28%**	26%	23%
50 to 54	3683	620	1292	5595	4%	23%	**22%**	18%	19%
55 to 59	3542	501	1014	5057	0%	20%	**20%**	19%	20%
60 to 64	3000	412	979	4391	1%	22%	**24%**	23%	21%
65 to 69	2773	275	757	3805	5%	20%	**20%**	16%	15%
70 to 74	3350	289	546	4185	-2%	13%	12%	13%	15%
75 to 79	3393	234	702	4329	0%	16%	15%	16%	16%
80 to 84	3920	192	635	4747	2%	13%	**14%**	13%	11%
85 to 89	3297	141	382	3820	4%	10%	8%	8%	6%
90 to 94	1735	94	154	1983	3%	8%	6%	6%	5%
95 to 99	527	30	31	588	3%	5%	**6%**	2%	2%
100+	57	4	3	64	4%	5%	**14%**	5%	1%
Total	67586	9363	31049	107998					

3.6 ATTENDANCE BY RELIGION OR BELIEF IN ED

The Chart below shows that there is still a high level of non-declaration for belief. This is consistently 49-52% of attendances between 2015 and 2019, despite the increases in overall attendances annually. ED collects the data for 42 categories of belief or non-belief and this includes a category for other (as in not listed). "Other" as listed below covers all beliefs in this "other" category plus any beliefs that are below 1%. (Except Hindu which is circa 1% in data).

Attendance by Religion and Belief in ED year end March 2019 compared with year ends March 2015 and 2018							increases between 2015 to 2019	
Category of Belief	Numbers by year			Percentage representation in:				
	2015	2018	2019	2015	2018	2019	No.	%
Not specified /known	44854	53977	**56379**	49.1%	51.3%	**52.2%**	11525	25.7%
Church of England	13660	14110	**14003**	15.0%	13.4%	**13.0%**	343	2.5%
Muslim	8637	10575	**10984**	9.5%	10.0%	**10.2%**	2347	27.2%
None	6972	7866	**8048**	7.6%	7.5%	**7.5%**	1076	15.4%
Christian	6207	6859	**6998**	6.8%	6.5%	**6.5%**	791	12.7%
Roman Catholic	6061	6897	**6610**	6.6%	6.6%	**6.1%**	549	9.1%
Other	4080	3861	**3800**	4.5%	3.7%	**3.5%**	-280	-6.9%
Hindu	924	1093	**1176**	1.0%	1.0%	**1.1%**	252	27.3%
	91395	**105238**	**107998**					

With the year on year increased attendances (17.1% between 2015 and 2019) it can be seen that the highest category increases are for not specified 25.7%, Muslim 27.2% and Hindu at 27.3% respectively. The groups are still small but it indicates a potential ongoing trend especially beside Asian Ethnicity increases.

4.   INPATIENTS ATTENDANCE

4.1   Inpatients Attendance in General

The total of inpatient attendances for this reporting year is **95,836**. This was 17,102 more attendances than in year-end 2015. This is actually a 21.7% increase between the years of 2015 and 2019 (a four year period for measuring increase which averages 5.05% per year).

Inpatients Attendance - 2015 to 2019						increase 2015 - 2019
Inpatients	2015	2016	2017	2018	2019	
Number	78734	82839	87961	90838	95836	
increase		4105	5122	2877	4998	17102
% increase		5.2%	6.2%	3.3%	5.5%	21.7%
Total attendances between 2015 and 2019						436208
Average increase over the period						5.05%

This figure does not include the number in maternity and well babies – see section (6). Also attendances rather than individuals are measured and so some individuals will have multiple attendances.

4.2 Inpatients by Gender

Of the **95,836** inpatient attendances, 50,426 were female and 45,398 were male. Even with the year on year increase in attendance the female to male ratio has had stasis and this year is 52.6% Female to 47.4% Male.

Inpatients Attendance by gender - 2015 to 2019					
Inpatients	2015	2016	2017	2018	2019
Number	78734	82839	87961	90838	95836
male	47.5%	47.7%	47.1%	47.1%	47.4%
female	52.0%	52.3%	52.9%	52.9%	52.6%

Unknown Gender – this is now a category to cover patients who have not or do not identify a gender. This year this was 12 patients which is a small but significant number.

Inpatients Gender Unknown 2019				
Age Band	indeterminate	not known	not specified	total
0 to 4	1		1	2
25 to 29			2	2
30 to 34			1	1
40 to 44			1	1
50 to 54	4		2	6
Totals	5	0	7	12

4.3 Inpatients by Age Band and Gender

All 95,836 attendances declared an age. The table below shows inpatient admissions by Age and Gender, year ending March 2019. It also includes the percentage of total attendance by age band and has comparators to Emergency Department and Inpatients.

Inpatients by Age and Gender – 2017-2019 Percentages of attendance by age band							Data for Comparison to ED / Outpatients	
Age band	Data for 2019			Group % of total in year:			ED Patients 2019	Out patients 2019
	Female	Male	Total	2019	2018	2017		
0 to 4	4829	6146	10977	11.5%	11.6%	12.0%	11.4%	3.6%
5 to 9	945	1343	2288	2.4%	2.7%	2.7%	5.5%	2.9%
10 to 14	1092	1082	2174	2.3%	2.4%	2.4%	5.8%	3.6%
15 to 19	1335	1090	2425	2.5%	2.6%	2.5%	5.5%	3.3%
20 to 24	1728	1121	2849	3.0%	3.0%	3.1%	6.5%	3.3%
25 to 29	2198	1357	3557	3.7%	3.8%	4.0%	6.7%	5.3%
30 to 34	2552	1622	4175	4.4%	4.3%	4.2%	6.5%	6.6%
35 to 39	2696	1779	4475	4.7%	4.5%	4.4%	6.1%	6.1%
40 to 44	2494	1881	4376	4.6%	4.4%	4.3%	5.0%	5.2%
45 to 49	2772	2187	4959	5.2%	5.5%	5.4%	5.3%	5.9%

50 to 54	3352	2649	6007	6.3%	6.2%	6.2%	5.2%	7.0%
55 to 59	3927	3794	7721	8.1%	7.0%	7.4%	4.7%	7.3%
60 to 64	2958	3140	6098	6.4%	6.6%	6.4%	4.1%	7.0%
65 to 69	3291	3162	6453	6.7%	7.1%	7.0%	3.5%	7.2%
70 to 74	3780	3767	7547	7.9%	7.8%	7.3%	3.9%	8.0%
75 to 79	3371	3304	6675	7.0%	7.2%	7.8%	4.0%	6.9%
80 to 84	3338	3131	6469	6.8%	6.5%	6.1%	4.4%	6.1%
85 to 89	2302	1840	4142	4.3%	4.5%	4.4%	3.5%	3.3%
90 to 94	1100	809	1909	2.0%	2.0%	2.1%	1.8%	1.1%
95 to 99	327	180	507	0.5%	0.5%	0.5%	0.5%	0.2%
100+	39	14	53	0.1%	0.1%	0.0%	0.1%	0.0%
Totals	50426	45398	95836					

- The percentage spread of attendance between age bands in 2019 remains similar to years 2015 to 2018 despite increased attendance.

- **The marked highest group remains in the 0 to 4 years age band which is also a trend in Emergency Department 0-4 year age band.** This high level of attendance in the 0<4 group also amounted to 12.9% in 2016 and 11.8% in 2015.

- **Note - Special Care and neonatal care babies are within the inpatient details**

- Bearing in mind the male to female ratio for inpatients is circa 47.5% to 52.5%, in 2019 there continues to be a disproportionate attendance by male in this 0<4 group at 56% and also in the 5>9 age group at 58.7%.

- Conversely to ED, Inpatient attendance is more likely for both Genders the older they are rather than the younger except for the 0>4 age group.

- As for previous years, in the 80 onwards quartile, numbers decline in the groups for male and female with a marked higher level of female attendance from 85 onwards (see the table below). This may be attributed in part to females having more longevity, etc. The number of attendances in the 100+ group like last year is still in the 50's which reflects the increases seen in the Emergency Department.

- In terms of the female and male patterns of attendance level by age band these remain in a consistently similar pattern as can be seen in the chart below.

Inpatients Attendance by Age Bands 2019 Variance Female to male 2019 and compared to 2017 / 2018							-
Age band	Total	% female	% male	Variance female to male			
				2019	2018	2017	
0 to 4	10977	44.0%	56.0%	-12.0%	-9.5%	-9.53%	More male pattern
5 to 9	2288	41.3%	58.7%	-17.4%	-11.9%	-10.78	
10 to 14	2174	50.2%	49.8%	0.5%	-2.4%	-8.08	
15 to 19	2425	55.1%	44.9%	10.1%	5.6%	7.4%	More female pattern
20 to 24	2849	60.7%	39.3%	21.3%	21.5%	24.2%	
25 to 29	3557	61.8%	38.2%	23.6%	29.8%	28.6%	
30 to 34	4175	61.1%	38.9%	22.3%	24.0%	25.0%	
35 to 39	4475	60.2%	39.8%	20.5%	19.9%	17.5%	

40 to 44	4376	57.0%	43.0%	14.0%	13.7%	14.0%	
45 to 49	4959	55.9%	44.1%	11.8%	15.8%	14.9%	
50 to 54	6007	55.8%	44.1%	11.7%	12.0%	14.7%	
55 to 59	7721	50.9%	49.1%	1.7%	5.3%	0.6%	
60 to 64	6098	48.5%	51.5%	-3.0%	-0.4%	-3.0%	More balanced
65 to 69	6453	51.0%	49.0%	2.0%	-1.8%	-0.9%	
70 to 74	7547	50.1%	49.9%	0.2%	-2.3%	-3.3%	
75 to 79	6675	50.5%	49.5%	1.0%	-1.5%	-8.2%	
80 to 84	6469	51.6%	48.4%	3.2%	5.2%	8.4%	
85 to 89	4142	55.6%	44.4%	11.2%	9.6%	10.4%	More female
90 to 94	1909	57.6%	42.4%	15.2%	12.7%	17.1%	
95 to 99	507	64.5%	35.5%	29.0%	33.8%	42.4%	
100+	53	73.6%	26.4%	47.2%	52.0%	3.2%	
Total	95836	50426	45398				

4.4 Inpatients by Ethnicity

Inpatient attendances are usually planned so the proportion of "not stated" should be lower than the Emergency Department. Any not stated should be addressed as even small numbers may make a significant difference to outcomes and reliability of data.

When recording the BME /White data to the WRES criteria of White, BME and unknown for this year and from 2015 this respectively is:

Inpatient attendances BME to White Year ending March 2018 and compared to 2015 and 2017.							increase between 2015 / 2019 by no / %
Ethnicity	Ethnicity by number and percentage by year:						
	2015		**2018**		**2019**		
White	54666	69.4%	63687	70.1%	65040	67.9%	10374	19.0%
BME	18987	24.1%	23373	25.7%	25220	26.3%	6233	32.8%
unknown	5081	6.5%	3778	4.2%	5576	5.8%	495	9.7%
TOTAL	**78734**		**90,838**		**95,836**		17102	21.7%

This year from the 95,386 inpatients, 94.2% declared their ethnicity which is a 1.6% decrease from last year's declaration level of 4.2%. Undeclared ethnicity is now 5.8%.

Between 2015 and 2018 there was a 23.1% increase in BME attendances against a 16.5% increase in White, between 2015 and 2019 this has increased by 9.7% and 2.5% respectively to 32.8% and 19%. This is due to increased attendance and despite a proportionally decreased declaration.

White Ethnicities

As described under the Emergency Section, the Trust has a large number of White Ethnicities which in 2019 form 8.2% or 7892 of inpatient attendances. These have grown in number by 38% since 2015 which is at a higher rate than BME at 32.8%. (BME and White ethnicities together are 34.5% - with White 59.6% /unknown at 5.8%).

Inpatient attendances White Ethnicities - BME to White Year ending March 2019 and compared to 2015 and 2017.							increase between 2015 / 2018 by no / %	
Ethnicity	Ethnicity by number and percentage by year:							
	2015		2018		2019			
White	48953	62.2%	55984	61.6%	57148	59.6%	8195	16.7%
BME	18987	24.1%	23373	25.7%	25220	26.3%	6233	32.8%
White Other	5713	7.3%	7703	8.5%	7892	8.2%	2179	38.1%
unknown	5081	6.5%	3778	4.2%	5576	5.8%	495	9.7%
TOTAL	78734		90,838		95,836		17102	21.7%

Asian Ethnicity – See the chart below - between year endings March 2015 and 2019 the overall total increase in attendance for all Inpatients between years ending March 2015 and 2019 was 21.7%, but there was a **32.13% increase in Asian ethnicity attendances**. *This does not include Mixed Asian and White, or Chinese.*

Asian Ethnicity in Inpatient attendances year ending March 2019 (compared to March 2015, 2017 and 2018)									change between 2015 - 2019	
Ethnicity	2015		2017		2018		2019			
Pakistani	7059	55%	8072	54%	8610	55%	9216	54%	2157	30.6%
Bangladeshi	2298	18%	2444	17%	2554	16%	2827	17%	256	23.0%
Indian	2028	16%	2349	16%	2388	15%	2720	16%	360	34.0%
Asian Other	1450	11%	1846	13%	2124	14%	2211	13%	1320	52.5%
Totals	12835		14711		15676		16974		3487	32.2%

The percentages of the different categories of Asian ethnicity remained proportionally similar over this period, with 53-55% Pakistani, 16-18% Bangladeshi, 15-16% Indian, but a more marked increase for Asian other from a ratio of 11% to 14% of Asian attendance.

Black Ethnicity

Black ethnicity inpatients increased in numbers by 23.6% between 2015 and 2019. The largest increase has been in Black other by 62.7%. T*his does not include Mixed White and*

ETHNICITY IN INPATIENT ATTENDANCES – The 95,836 attendances in 2019 show a 21.7% increase between 2015 and 2019 (17102 more attendances). From this BME are 26% and White are 68 of attendances. However White Ethnicities account for 8.2% of attendances which reduces White to 59.6% and BME and White ethnicities together are then 34.2%. As a group BME have a total increase of 33% since 2015 compared to an All White group increase of 19%.

Black African or Mixed White and Black Caribbean, any other ethnic group or any other mixed background.

Black Ethnicity in Inpatient attendances year ending March 2019 (compared to March 2015, 2017, 2018)									change between 2015 to 2018	
Ethnicity	2015		2017		2018		2019			
Caribbean	2005	49%	2136	46%	2307	48%	2399	46.9%	394	19.7%
African	1653	40%	1807	39%	1788	37%	1938	37.9%	285	17.2%
Black other	475	11%	685	15%	729	15%	773	15.1%	298	62.7%
TOTAL	4133		4628		4824		5110		977	23.6%

4.5 Inpatients by Religion or Belief or Non-Belief

Declaration of religion or belief is similar to previous years, but between 2015 and 2019, there are proportional percentage trends which are an increase in not specified by 4.1%, and decrease in Church of England, Christianity and Roman Catholic by circa 1-3%.

In between numbers at 2015 and at 2019 there has been an increase of 17102 patients with a notable increase of 34.9% for not specified, 36.8% having no religion or faith, and Muslim a 24.3% increase. Even though Hindu is a small group proportionally, there is a significant increase in the group by 32.3% or 353 patients. There are 50 different belief categories. The protected characteristic for belief also covers no belief, and this is also included in the data and is between 7.6 to 9% during this 5 year period.

Inpatient Attendances by Religion or Belief Year ending March 2018 (compared to 2016 and 2017)							Changes 2015 to 2019 by Number / %	
Declared Belief or no Belief	2015	2015	2017	2018	2019	%		
Not specified*	29690	37.7%	37.8%	39.3%	40063	41.8%	10373	34.9%
Church of England	16889	21.5%	19.7%	19.4%	17386	18.1%	497	2.9%
Muslim	7504	9.5%	9.6%	9.8%	9331	9.7%	1827	24.3%
Christian	7424	9.4%	9.4%	8.6%	8223	8.6%	799	10.8%
Roman Catholic	6498	8.3%	8.5%	8.4%	7383	7.7%	885	13.6%
None	5897	7.5%	9.0%	9.0%	8066	8.4%	2169	36.8%
Hindu	1092	1.4%	1.5%	1.4%	1445	1.5%	353	32.3%
Methodist	850	1.1%	0.9%	0.8%	725	0.8%	-125	-15.0%
Other (not stated)	668	0.8%	0.6%	0.8%	849	0.9%	181	27.1%
Other stated (36)	2222	2.8%	2.9%	2.5%	2365	2.5%	143	6.4%
Total	**78734**	**78734**	**87961**	**90838**	**95836**		**17102**	

For the "Other stated" religions in the category in the chart above, are not listed separately as each have a below .5% number of responses. A further 0.9% (849) selected "other" which means their Belief is not listed. There is need to improve declaration level as non-declaration increases circa 1% a year. In 2019 41.8% equates to 30942 attendances.

5   Outpatient Attendance

5.1   Outpatients in General

The total of outpatient attendances for this reporting year is **408,128** against 366,352 year ending March 2015. This is an 11.4% increase in attendances (41766) compared to 2015 albeit not as much as the circa 18.2% increase in ED and 21.7% in Inpatients in the same period.

The last 4 years have seen an accrued upward trend in numbers.

A delayed capture date for year end March 2017 would account for the higher last year to this year's numbers.

Outpatient Attendance 2019 (compared to 2015 to 2018)						Variation 2015 to 2019
Attendance	**Years ending :**					
	Mar-15	**Mar-16**	**Mar-17**	**Mar-18**	**Mar-19**	
Total patients	366352	379486	398117	396491	408128	
Number change		13134	18631	-1626	11637	41776
% change		3.6%	4.70%	-0.4%	2.9%	11.4%

5.2 Outpatients by Gender

Of the 408,128 attending **58% were female: 42% male** which is similar to years ending March 2015 to 2018. This year, the gender of 17 patients were not determined, last year it was one, 2017 was 20 attendances and 2016 11 without gender determined. These are too low a percentage to record.

5.3 Outpatients by Age Band and Gender

Unlike consistent representation results in ED and Inpatients, there is a consistent more proportional representation of the 0<4 group at (3.6%) when compared with other groups. There is still a disproportionate representation of male in this group. The table below illustrates Outpatient attendances by gender and age in 2019 and compared to 2018 and 2016, as well as percentages relating to each age group and gender, and overall figures.

Outpatients by Age Band / Gender year ending March 2010 – and compared to years ending March 2016/ 2018										
Age Band	**Female 2019**	**Male 2019**	**Non**	**Total**	**2019 % female**	**2018 % female**	**% of band 2016**	**% band 2018**	**% Band 2019**	**Varies 2019 - 2016**
0~4	6263	8274	6	14543	43.1%	43.9%	3.8%	3.6%	3.6%	-0.2%
5~9	5350	6499		11849	45.2%	47.2%	3.4%	2.9%	2.9%	-0.5%
10~14	7451	7344	1	14796	50.4%	48.3%	3.2%	3.6%	3.6%	0.4%
15~19	7075	6300		13375	52.9%	53.6%	3.5%	3.2%	3.3%	-0.2%
20~24	9519	4135		13654	69.7%	69.8%	5.3%	3.2%	3.3%	-2.0%
25~29	16716	4884	2	21602	77.4%	77.6%	6.2%	5.3%	5.3%	-0.9%
30~34	21039	6017		27056	77.8%	76.6%	5.9%	6.4%	6.6%	0.7%
35~39	18017	6965		24982	72.1%	71.5%	5.3%	6.2%	6.1%	0.8%
40~44	13607	7744		21351	63.7%	63.3%	6.2%	5.3%	5.2%	-1.0%
45~49	14569	9413		23982	60.7%	61.5%	3.0%	6.1%	5.9%	2.9%
50~54	17150	11513	6	28669	59.8%	59.7%	7.3%	7.3%	7.0%	-0.3%
55~59	16396	13289		29685	55.2%	55.8%	7.1%	7.3%	7.3%	0.2%
60~64	14853	13629	1	28483	52.1%	53.5%	7.0%	7.0%	7.0%	0.0%
65~69	14558	14777		29335	49.6%	50.1%	7.8%	7.5%	7.2%	-0.6%
70~74	16759	15703	1	32463	51.6%	51.3%	7.3%	7.7%	8.0%	0.7%
75~79	14124	13877		28001	50.4%	51.2%	7.3%	6.9%	6.9%	-0.4%
80~84	12488	12552		25040	49.9%	51.0%	5.9%	5.9%	6.1%	0.2%
85~89	7111	6464		13575	52.4%	51.9%	3.3%	3.4%	3.3%	0.0%
90~94	2535	2082		4617	54.9%	54.2%	1.1%	1.0%	1.1%	0.0%
95~99	557	435		992	56.1%	58.8%	0.2%	0.2%	0.2%	0.0%
100+	54	24		78	69.2%	68.8%	0.0%	0.0%	0.0%	0.0%
Total	**236191**	**171920**	**17**	**408128**						

Last year the number or attendance for females at 100 plus years had doubled to 53 and then held stasis this year, but males remain constant at 23-24. There has been a surge in the 45-49

age group and decrease in the 20-24 age group in the last 3 years especially for females which equates to 12291 and 8162 attendances respectively. However, all other bands remain fairly consistent.

For gender, the 20-59 and 90-100 age groups particularly show consistent patterns of higher female representation in these bands and in terms of age, the 50 to 79 age groups are most represented in Outpatients at 43%.

5.4   Outpatients by Ethnicity

Declaration of ethnicity

This year declaration is 95.6% (17770 non-declared attendances). The declaration for 2018 was 97.3% and with 2017 at 94.97% and 2016 92.92%, the year on year improvement has slipped back. The reasons for non-declaration are listed below. 1442 attendances are recorded as actively refused to give. The rest may be passive reasons.

Outpatients Ethnicity Declaration year ending March 2019				
Categories	**number 2018**	**2018%**	**number 2019**	**2019%**
Not Known / not stated	1227	0.3%	1973	0.5%
Not stated - ask patient	8392	2.1%	14420	3.5%
Refused to give	1126	0.3%	1422	0.3%
	10745	**2.7%**	**17815**	**4.4%**

Outpatient's attendances have increased 11.4% compared to 2015 when there were 366,352 attendances. The increase between 2018 and 2019 was 2.9%.

The percentages for ethnicity in 2015 were White 68.8%, BME 24.3% and not known 6.9%. Declared BME attendances have increased 25.5% since 2015 which is a higher increase than for White attendances at 10.5% in total and their ratio has increased from 24.3% in 2015 to 27.4% in 2019 (a 3.1% increase which in 2019 equates to 11356 attendances). This data increase has come from increased attendances and reducing unknown ethnicity.

Ethnicity In Outpatients Attendance Year ending March 31st 2019 (and compared to years ending 2015 and 2018)									Group Change 2015 to 2019
Ethnicity	**2015**	**% in 2015**	**% in 2017**	**% in 2018**	**2019**	**% in 2019**	**Variation 2019 to 2015 no / %**		
White	252140	68.8%	68.8%	70.6%	278540	68.2%	26400	-0.6%	10.5%
BME	89084	24.3%	25.7%	26.7%	111773	27.4%	22689	3.1%	25.5%
Unknown	25128	6.9%	5.5%	2.7%	17815	4.4%	-7313	-2.5%	70.9%
Total	366352		398117	396491	408128		41776		

White Ethnicity

The following table looks at White Ethnicity. The Trust is aware of a high level of White Ethnicity in patient population. Of the four top languages requested for interpretation two are Polish and Romanian. The table shows that White and unknown have reduced whilst BME and White ethnicity have increase since 2015.

Ethnicity In Outpatients Attendance Year ending March 31st 2019 (and compared to years ending 2015 and 2018)						
Ethnicity	**2015**	**% in 2015**	**2019**	**% in 2019**	**Variation 2019 to 2015 no and %**	
White	226073	61.7%	245480	60.1%	19407	-1.6%
White Other	26067	7.1%	33060	8.1%	6993	1.0%
BME	89084	24.3%	111773	27.4%	22689	3.1%
Unknown	25128	6.9%	17815	4.4%	-7313	-2.5%
	366352		**408128**		**49089**	

Asian Ethnicity

Asian outpatient attendances totalled 61139 in 2015 and 75291 in 2019. This is an increase of 23.1% or 14152 attendances of this group over the period against an 11.4% increase in overall outpatient attendance in the same period and a 5.9% increase since last year for this group.

Keeping relatively consistent proportions / percentages across the 3 Asian groups between 2015 and 2019, circa 51% are Pakistani, 18% Indian, 17% Bangladeshi and 12.7% Asian other. The largest increase has been in Asian other over this period which although only 12.7% of the Asian Group has increased 61.6% between 2015 and 2019.

ASIAN ETHNICITY IN OUT PATIENT ATTENDANCES – The total 408,128 attendances in 2019 show a 11.4% increase between 2015 and 2019. Against this the BME group show 25.5% increase and the Asian group accounts for 23.1% of this increase in the same period. Asian form 68% of BME.

Asian Ethnicity in Outpatient attendances year end March 2019 compared to year end March 2015						Increase 2015 to 2019		Increase 2015 to 2018 at %
Ethnicity	**2015**	**% in 2015**	**% in 2018**	**2019**	**% in 2019**	**no**	**%**	
Pakistani	32820	53.7%	51.6%	38883	51.6%	6063	18.5%	12.6%
Indian	11578	18.9%	18.8%	13568	18.0%	1990	17.2%	18.7%
Bangladeshi	10809	17.7%	17.9%	13254	17.6%	2445	22.6%	16.3%
Asian other	5932	9.7%	11.7%	9586	12.7%	3654	61.6%	41.7%
TOTAL	61139		71652	75291		14152	23.1%	17.2%

This group does not include Mixed White and Asian or Chinese

Black Ethnicity - From the chart below against the general Outpatients attendance increase of 11.4% between 2015 and 2019, there has been a 22.3% increase in Black Ethnicity attendances in the same period. The highest increases have been across African and Black other. *This does not include Mixed White and Black African or Mixed White and Black Caribbean, any other ethnic group or any other mixed background.*

BME are 27.4% of the 408,128 attendances in 2019 and Black Ethnicity forms 6% of this 26.7% BME percentage. With Asian at 18.1%, the remaining BME population is 2.6%. Between 2016 and 2019, this group has grown 51.4%.

Black Ethnicity in Outpatient attendances year end March 2019 compared to year end March 2015						Increase 2015 to 2019		Increase 2015 to 2019 %
Ethnicity	2015	% in 2015	% in 2018	2019	% in 2019	no	%	
Caribbean	10496	52.5%	48.7%	11720	48.3%	1224	11.7%	6.9%
African	7333	36.7%	39.0%	9580	39.5%	2247	30.6%	22.7%
Black other	2181	10.9%	12.3%	3177	13.1%	996	45.7%	30.5%
TOTAL	20010		23067	24477		4467	22.3%	17.2%

Ethnicity Other in Outpatient attendances

Like the White Ethnicity data, this is a relatively new addition to the report and so there is not the same detail from 2015 and this is measured against a 2016 breakdown instead.

Ethnicity Other in Outpatient attendances year end March 2019 compared to year end March 2016							Increase 2016 to 2019	
Ethnicity	2016	% in 2016	2018	% in 2018	2019	% in 2019	2019	% in 2019
Mixed White and:								
W / Asian	1007	12.7%	1378	11.5%	1623	13.5%	616	61.2%
W / Black Caribbean	1459	18.4%	1933	16.1%	2149	17.9%	690	47.3%
W/Black African	473	6.0%	556	4.6%	595	5.0%	122	25.8%
Chinese	933	11.8%	1111	9.3%	1028	8.6%	95	10.2%
Any other Mixed Background	2215	27.9%	3034	25.3%	3168	26.4%	953	43.0%
Any other Ethnic Group	1635	20.6%	3153	26.3%	3316	27.6%	1681	102.8%
Other	205	2.6%	106	0.9%	126	1.0%	-79	-38.5%
	7927		11271		12005		4078	51.4%

5.5 Outpatients by Religion or Belief

Between the years ending 2015 and 2018, outpatient attendance numbers increased 8.44%, between 2015 and 2019 it was 7.5% and so increase is proportionally lower by 4081 patients.

Out Patient Attendances by Belief Year end March 2018 (compared to 2015)									
Belief or no Belief	numbers by year:			% of total by year:			Change between 2015 and 2019		
	2015	2018	2019	2015	2018	2019	Varies by No	Varies by %	group % change
Not known *	122228	135402	145212	33.4%	34.2%	35.6%	22984	2.2%	18.8%
Church of England	79461	76058	73445	21.7%	19.2%	18.0%	-6016	-3.7%	-7.6%
Muslim	37904	44366	46204	9.5%	11.2%	11.3%	8300	1.8%	21.9%
None	36003	42973	44566	9.3%	10.8%	10.9%	8563	1.6%	23.8%
Christian	40536	40374	39680	11.1%	10.2%	9.7%	-856	-1.4%	-2.1%
Roman	30816	33463	33345	8.2%	8.4%	8.2%	2529	0.0%	8.2%

Catholic									
Hindu	6633	7431	7914	1.8%	1.9%	1.9%	1281	0.1%	19.3%
Other not stated	2045	2391	3315	0.6%	0.6%	0.8%	1270	0.2%	62.1%
Methodist	3624	3228	3222	1.0%	0.8%	0.8%	-402	-0.2%	-11.1%
Other stated (42-43 below 0.5%)	13809	10805	11225	3.6%	2.7%	2.8%	-2584	-0.8%	-18.7%
Total	**379486**	**396491**	**408128**				**35069**		

In terms of Belief, the group proportions of those who have declared Church of England, Christian or Methodist belief in 2019 has decreased by 7.6%, 2.1% and 11.1% respectively between 2015 and 2019

Conversely, the group proportions of Muslim has increased 21.9%, not known by 18.8%, none by 23.8%, Hindi by 19.3% and other not stated by 62.1%.

A high level of attendances at 35.6% in 2019, still do not specify a religion or belief. The Other stated religion or beliefs (each of which are less than 0.5% of the total), number 42- 43 across the 4-5 years.

6 Maternity and births

6.1 General Admissions
There were 19535 females admitted for maternity care in Year ending March 2019, which is an 11.2% increase (by 1967 admissions) to last year. Compared to 2015, the admissions in 2019 are 36% or 5176 higher. However, unlike the other divisions that have a pattern of year on year increase, the maternity admissions fluctuate in total more. There was a surge in 2016 and another surge this year.

Maternity Admissions in year ending March 2019 - compared to March 2015 - 2018			
Year end	**Number**	**Increase**	**%**
Mar-15	14359		
Mar-16	17239	2880	20.0%
Mar-17	17313	74	4.0%
Mar-18	17568	255	1.5%
Mar-19	19535	1967	11.2%
Totals	**86014**	**5176**	
Increase between 2015 and 2019			**5176**
Increase between 2015 and 2019			**36.0%**

6.2 Maternity by Age
By the chart below; across the 5 years the 25 to 34 age groups account for the most maternity admissions which combined amount to circa 60-61%. The next two levels of admissions are the 20>24 years group and the 35>39 years group but with a proportional trend of decrease in the former and increase in the latter by circa 3% by 2019.

Again the admissions in the youngest and oldest age groups on the spectrum are the lowest number of admissions. The proportions in the 40 to 49 age group and the 15-19 groups remain similar. This year the 50-55 age groups has seen a surge with 12 further births bringing the total over the 5 year period to 23 admissions in this group.

Maternity admissions at year end March 2019 (and compared to Years ending March 2015 to 2018)	Admission Numbers			Band Percentages year end March:					variation 2015 to 2019 by number - % in band	
age band	Mar-15	Mar-18	Mar-19	2015	2016	2017	2018	2019		
10 to 14	0	2	1	0.0%	0.0%	0.0%	0.0%	0.0%	1	0.0%
15 to 19	548	663	646	3.8%	4.2%	3.7%	3.8%	3.3%	98	-0.5%
20 to 24	2656	2563	2920	18.5%	17.5%	16.2%	14.6%	14.9%	264	-3.6%
25 to 29	4463	5326	5712	31.1%	30.7%	31.5%	30.3%	29.2%	1249	-1.9%
30 to 34	4153	5452	6143	28.9%	29.0%	29.5%	31.0%	31.4%	1990	2.5%
35 to 39	2052	2927	3394	14.3%	15.2%	15.1%	16.7%	17.4%	1342	3.1%
40 to 44	445	547	654	3.1%	3.3%	3.6%	3.1%	3.3%	209	0.2%
45 to 49	42	82	53	0.3%	0.2%	0.3%	0.5%	0.3%	11	0.0%
50 to 55		5	12	0.0%	0.0%	0.0%	0.0%	0.1%	12	0.1%
Total	14359	17567	19535	14359	17239	17313	17567	19535	5176	20.6%

6.3 Maternity by Ethnicity

Of the 19535 females admitted, 98.7% declared ethnicity which is slightly lower than the last 2 years but a high level of declaration for this division. The ratio of BME is much higher in the maternity inpatients than in other divisions (current ratio at 42.3% BME to 56.5% White)

Ethnicity in Maternity admissions year ending March 2019 (compared 2015 and 2018)	No. years ending:			% at years ending:			Variation 2015 to 2019	
Ethnicity	2015	2018	2019	2015	2018	2019	No.	%
White	8530	10819	11031	59.4%	61.6%	56.5%	2501	-2.2%
BME	5761	6686	8255	40.1%	38.1%	42.3%	2494	2.0%
Unknown	68	63	249	0.4%	0.4%	1.3%	181	0.0%
Total	14359	17568	19535				5176	

White Minority Ethnicities WME

There is a high level of WME in the patient population that are usually included in the White Total. These have been added to the report this year, separated out for 2015 and 2019, and compared. The above table shows that the BME / White ratio split in 2019 is 42.3%: 56.5%. Separating out White Ethnicities at 13.9% reduces White to 42.5%. If BME and ethnic minorities were grouped together this group would be 56.2%.

White Ethnicities in Maternity admissions year ending March 2019 and March 2015	No. year end:		% year end:		Variation in number and % in group 2015 to 2019		% change in numbers
Ethnicity	2015	2019	2015	2019	No.	%	%
White	6090	8310	42.4%	42.5%	2220	0.1%	36.5%
BME	5761	8255	40.1%	42.3%	2494	2.2%	43.3%
White ethnicities	2440	2721	17.0%	13.9%	281	-3.1%	11.5%
Unknown	68	249	0.5%	1.3%	181	0.8%	66.2%
Total	14359	19535	100%		4995		36.0%

Asian attendances

Total attendances fluctuate more in Maternity but Asian figures within this remain quite high. The percentage of all Asian attendances in 2019 is 28.5%. Of this the majority are Pakistani which form 55% of Asian attendances.

Asian Ethnicity in Maternity Admissions Year ending March 2017(and compared to year ends 2015 and 2016)									Variation 2015 - 2019	
Ethnicity	No by year end:			% by year ending:					No.	%
	2015	2018	2019	2015	2016	2017	2018	2019		
Pakistani	2531	2736	3363	58.3%	33.2%	55.3%	54.6%	56.2%	832	33%
Bangladeshi	850	1219	1264	19.6%	11.3%	22.7%	24.3%	21.1%	414	49%
Indian	601	622	938	13.9%	7.0%	13.1%	12.4%	15.7%	337	56%
Asian other	357	436	414	8.2%	48.5%	8.9%	8.7%	6.9%	57	16%
Total	4339	5013	5979	4339	6863	5199	5013	5979	1640	38%

Black Ethnicity attendances

From the chart below, there is a progressive increase for African admissions and a rapid decline for Black other in 2019 which coincides with high increase in African admissions.

Black Ethnicity in Maternity Admissions year ending March 2019									Variation 2015 to 2019	
Ethnicity	No by year end:			% by year ending:					no.	%
	2015	2018	2019	2015	2016	2017	2018	2019		
Caribbean	329	294	368	30.2%	18.3%	22.7%	25.5%	30.0%	39	11.9%
African	548	555	781	50.3%	43.0%	59.5%	48.2%	63.6%	233	42.5%
Black other	213	302	79	19.5%	38.7%	17.8%	26.2%	6.4%	-134	-37.1%
TOTAL	1090	1151	1228	1090	1095	1212	1151	1228		

6.4 Maternity by Religion or belief

Belief in Maternity Year end March 2019 (compared to 2015)					Variation by % proportion and number	
Category declared	MATERNITY		MATERNITY			
	2015	%	2019	%		
Not specified*	7077	49.3%	791	4.0%	-45.2%	-6286
None	4606	32.1%	7106	36.4%	4.3%	2500
Muslim	363	2.5%	5207	26.7%	24.1%	4844
Christian	1893	13.2%	2842	14.5%	1.4%	949
Roman Catholic	90	0.6%	1827	9.4%	8.7%	1737
Hindu	14	0.1%	506	2.6%	2.5%	492
Orthodox	79	0.6%	382	2.0%	1.4%	303
Church of England	46	0.3%	309	1.6%	1.3%	263
Other (not stated)			219	1.1%	1.1%	219
Sikh	120	0.8%	198	1.0%	0.2%	78
Other stated (36 below 0.5%)	30	0.1%	127	0.7%	0.6%	97
Jehovah Witness	41	0.3%	21	0.1%	-0.2%	-20
Total	14359		19535			

6.5 Healthy Births by Number and Gender

Special Care and neonatal care babies are within the inpatient details

In year ending 2019, 2519 healthy babies were born. Over the 4 year period the ratio of female to male has not changed much and averages out at 49% female to 51% male. The percentage of births to Maternity admission is lower this year but this may be due to birth dates or babies in special care.

Healthy Births by number / gender year ending March 2018 - with comparisons to 2015, 2016 and 2017						Number of Maternity Admissions and % of births to this	
Year	**Numbers**			**Percentage**			
	Female	**Male**	**Total**	**Female**	**Male**		
2015	1267	1325	2592	48.9%	51.1%	14359	18.1%
2016	1365	1373	2738	49.9%	50.1%	17239	15.9%
2017	1379	1518	2897	47.6%	52.4%	17313	16.7%
2018	1397	1445	2842	49.2%	50.8%	17568	16.2%
2019	1252	1267	2519	49.7%	50.3%	19535	12.9%
Totals	**6660**	**6928**	**13588**			86014	
Average %	**49.0%**	**51.0%**					

6.6 Births – ethnicity

Of the 2519 babies 99.4% have a declared ethnicity leaving just 16 babies of unknown ethnicity. Non-declaration has been between 0.3% and 0.8% over the 5 years. Births have been between 2519 and 2897 per annum – an average of 2717. Despite this the proportions between White, BME and unknown are similar each year.

Ethnicity in Healthy Births year ending March 2019 with comparisons to 2016 to 2018 and 2015								
	Attendance			**percentage in:**				
Ethnicity	**2019**	**2018**	**2015**	**2019**	**2018**	**2017**	**2016**	**2015**
White	1376	1575	1347	54.6%	55.4%	53.7%	52.9%	52.0%
BME	1127	1260	1236	44.7%	44.3%	45.4%	46.6%	47.7%
Unknown	16	7	9	0.6%	0.3%	0.8%	0.4%	0.3%
numbers	**2519**	**2842**	**2592**	**2519**	**2842**	**2897**	**2738**	**2592**

Accounting for White Ethnicities

The Trust is aware of the high level of White Ethnicities in the patient and local population. If White and White Ethnicity are separated, BME and White Ethnicities have formed circa 60% of the Healthy Births and White 39% in the last 5 years and White Ethnicities have a trend for a % increase in proportion.

Ethnicity in Healthy Births year ending March 2019 with comparisons to 2016 to 2018 and 2015						
	Attendance			percentage in:		
Ethnicity	**2019**	**2017**	**2015**	**2019**	**2017**	**2015**
White	964	1125	1008	38.3%	38.8%	38.9%
BME	1127	1316	1236	44.7%	45.4%	47.7%
white other	412	432	339	16.4%	14.9%	13.1%
Unknown	16	24	9	0.6%	0.8%	0.3%
numbers	**2519**	**2897**	**2592**	**2519**	**2897**	**2592**

6.7 Births and Religion, Belief of non-Belief

Over the last 5 years, unlike Maternity admissions where non declaration of Belief has decreased from 49.3% to 4%, non-declaration of Belief in Healthy Births averages at 97.8% each year. This data has very limited value and also because Special Care and neonatal care babies are within the inpatient details, this does not cover all births.

Religion , Belief or Non Belief in Healthy Babies									
Belief / Non Belief	**2015**	**2015%**	**2016**	**2017**	**2018**	**2019**	**2019%**	**Totals**	**Average**
Not Specified	1669	64.4%	1710	1887	2010	1913	75.9%	9189	67.6%
Not Known	848	32.7%	918	948	807	587	23.3%	4108	30.2%
Muslim	39	1.5%	49	32	19	12	0.5%	151	1.1%
Christian	13	0.5%	23	14	2		0.0%	52	0.4%
Roman Catholic	8	0.3%	11	11	1		0.0%	31	0.2%
None	4	0.2%	2	1	2	1	0.0%	10	0.1%
Orthodox	3	0.1%	4	1			0.0%	8	0.1%
Sikh	3	0.1%	6	1			0.0%	10	0.1%
Church of England	2	0.1%	4	2		2	0.1%	10	0.1%
Hindu	1		7				0.0%	8	0.1%
Other	1		1		1	4	0.2%	7	0.1%
Pentecostal	1		2				0.0%	3	0.0%
Jehovah's witness			1				0.0%	1	0.0%
Grand Total	**2592**		**2738**	**2897**	**2842**	**2519**		**13588**	

A better indicator of the potential Belief and non-Belief of new generations from birth may be from the maternity admissions data as the pattern over the 5 years has been similar.

In 2019, this shows 4% non-declaration, with 36.4% having no (none) religion, 26.7% Muslim, 14.5% Christian with 1.6% Church of England, and 9.4% Roman Catholic. It should be noted that Hindu, Orthodox and Sikh representation is increasing.

Belief Declaration Comparison between Maternity Admissions and Healthy Births 2019				
	Healthy Babies		**Maternity**	
Category	**Number**	**%**	**Number**	**%**
Not Specified	1913	99.2%	791	4.0%
Not Known	587			
Muslim	12	0.5%	5207	26.7%
Christian			2842	14.5%
Roman Catholic			1827	9.4%
None	1	0.0%	7106	36.4%
Orthodox			382	2.0%
Sikh			198	1.0%
Church of England	2	0.1%	309	1.6%
Hindu			506	2.6%
Other not stated	4	0.2%	219	1.1%
Other stated 36 categories			127	0.7%
Jehovahs witness			21	0.1%
	2519		**19535**	

The Patient Advisory and Liaison Service (PALS) and the Complaints Department are valuable sources of information regarding any concerns or dissatisfaction with our services. The data and information collected by our systems also helps us to know when the services provided at the Hospital do not meet the needs of patients from protected groups such as patients of different age, gender or ethnicity.

New requirements and equality legislation place greater emphasis on the collection of equality data, and any such information gathered is handled on an anonymised and generic basis.

Five Years of Equality Data Collection

Formal and Informal Complaints - The Trust has reported on this data for the last 5 years with complaints or concerns at years end:

- March 2015 – 671
- March 2016 - 631
- March 2017 - 839
- March 2018 - 824
- And **March 2019 at 726**.

From 2017 the complaint data included informal concerns received (which are resolved without the need for a formal approach) as well as the complaints that are investigated through the NHS Complaints Regulations. This gives a higher number to report data on in 2017 and 2018 as opposed to a surge in concerns. It is good to see that **the total of these has reduced in 2019 to 726 which is circa 100 less complaints than in 2017 and in 2018.**

Compliments and Thanks - It is very hard to quantify the number of compliments or thanks that the Trust receives as these may have been by emails, cards, letters or other communications. There is also no way to reasonably record the equality data for these. However those recorded amounted to 3326 for year ending March 2018 and 2095 in 2019 (the latter is lower due to a change in the record collection process and the level is expected to be higher than this).

Equality Data Results
The main data that the Trust has held for the last 5 years is based on gender, age, and ethnicity. There is a need to improve our data collection for other equality areas such as religion or belief, sexual orientation and disability for instance. It is a national and local phenomenon that these areas are more difficult to capture as they are regarded as more private and personal.

Religion and Belief, disability, sexual orientation, marital partnership status and transgender are not currently captured (or appear on the form).

However the Trust needs to look at how this can be captured in the future so that performance for these groups can be measured and addressed where necessary.

Gender

The total number of complaints was 726 in 2019 however, non-declaration of gender was at its highest for the 4 years at 129 or 17.8% (See the chart that follows).

Complaints 2019	Female	%	Male	%	Total	%
Formal	292	79.6%	176	76.5%	468	78.4%
Informal	75	20.4%	54	23.5%	129	21.6%
Total	367		230		597	

Non-declaration of gender at March 2016 was 53.9% which reduced to 4.6% in 2017, and this 49.2% improvement in 2017 gave more validity to our data. However the increase in non-declaration in 2018 to 6.7% followed in 2019 of 17.8%, needs to be addressed.

Despite the changes to non-declaration levels, from the declared gender data, the indication is that it is more likely that female experiences /or females will raise concerns or complaints.

Gender in Complaints 2019							Variance year end 2019 to 2017	
Gender	16/17	%	17/18	%	18/19	%	Number	%
Female	499	59.6%	459	55.7%	367	50.6%	-133	-26.6%
Male	301	35.8%	310	37.6%	230	31.7%	-70	-23.3%
Not stated	39	4.6%	55	6.7%	129	17.8%	90	330.8%
Totals:	839		824		726			

By age:

The level of non-declaration of age has improved year on year from 19.7% at year end March 2016 to 5.5% at year end March 2019.

However, the age bands used for complaint monitoring do not use the 5 year age band ranges that the service divisions of Outpatient, Inpatient, Emergency Department and Maternity use.

As seen in the table that follows below, the bands used range from 5 to 30 years and this does not help track results for different age groups. What can be seen from the 6 complaints in the 95-104 years group (10 years) is that because there is an over representation of this group in the results, since the group is very small compared to all other age groups over the Trust services.

Keeping records in 5 year bands helps analysis and so this will be reviewed to enable benchmarking and data comparability across the services and age bands and against the level of attendance in patient age bands as a whole.

In the table this is the first time that formal and informal complaints have been split alongside age bands. Of the age declared data there were 686 complaints of which there was much higher likelihood of a formal complaint. The formal to informal split was 543:138 or 79.9%: 20.1%.

Across the age bands that the Trust currently has the ratio of formal complaints was between 74.4% and 82.4% but there may be a greater variation in a 5 year band analysis especially for

the large 30 year band.

AGE BANDS IN YEARS 2019										
Complaint	**0 - 5**	**6 to 17**	**18 to 25**	**26 to 55**	**56 to 64**	**65 to 74**	**75 to 84**	**85 to 94**	**95 to 104**	**Total**
Formal	11	35	24	225	58	67	68	55	5	**548**
Informal	3	8	6	48	20	23	17	12	1	**138**
Total	**14**	**43**	**30**	**273**	**78**	**90**	**85**	**67**	**6**	686
No of years covered in the band	**5**	**11**	**7**	**30**	**8**	**10**	**10**	**10**	**10**	

Likelihood of formal to informal complaint by age band

Formal	78.6%	81.4%	80.0%	82.4%	74.4%	74.4%	80.0%	82.1%	83.3%	
Informal	21.4%	18.6%	20.0%	17.6%	25.6%	25.6%	20.0%	17.9%	16.7%	

Age band as a percentage of total complaints

Formal	2.0%	6.4%	4.4%	41.1%	10.6%	12.2%	12.4%	10.0%	0.9%	
Informal	2.2%	5.8%	4.3%	34.8%	14.5%	16.7%	12.3%	8.7%	0.7%	
Total	**2.0%**	**6.3%**	**4.4%**	**39.8%**	**11.4%**	**13.1%**	**12.4%**	**9.8%**	**0.9%**	

The data showing the age band as a percentage of total complaints is not as valuable as being able to compare the representation in a 5 year band. This would show any over or under representation for a group when it is compared to representation in patient services.

Complaints by Age Bands in 2019 and compared to 2017, 2018						**variance 2019 to 2017**	
Age band	**16/17**	**%**	**17/18**	**%**	**18/19**	**%**	**No.**	**%**
0 to 5 years	12	1.4%	21	2.5%	14	1.9%	2	16.7%
6 to 17 years	33	3.9%	28	3.4%	43	5.9%	10	30.3%
18 to 25 years	48	5.7%	48	5.8%	30	4.1%	-18	-37.5%
26 to 55 years	281	33.5%	312	37.9%	273	37.6%	-8	-2.8%
56 to 64 years	87	10.4%	82	10.0%	78	10.7%	-9	-10.3%
65 to 74 years	103	12.3%	98	11.9%	90	12.4%	-13	-12.6%
75 years plus	178	21.2%	174	21.1%	158	21.8%	-20	-11.2%
Not stated	97	11.6%	61	7.4%	40	5.5%	-57	-58.8%
Totals:	**839**		**824**		**726**		**-113**	

By ethnicity: There is still a high level of non-declaration of ethnicity which affects the validity of the data. This increased between 2016 and 2017, reduced in 2018 to 25.7%, and in 2019 increased again to 32.4%. This is circa a third of instances without declared ethnicity. The Trust will look to address and improve on this result.

Ethnicity in Complaints 2019							**variance Year end 2019 to 2017**	
Ethnicity	**2016-2017**		**2017-2018**		**2018-2019**		**Number**	**%**
	No	**%**	**No**	**%**	**No**	**%**		
White	405	48.3%	484	58.7%	408	56.2%	3	7.9%
BME	102	12.2%	128	15.5%	83	11.4%	-19	-0.7%
Not declared	332	39.6%	212	25.7%	235	32.4%	-97	-7.2%
Totals	**839**		**824**		**726**			

With the data that currently has declared ethnicity status (67.6%) as can be seen in the table below the ratio of representation between BME and White had moved from 12.2%: 48.3% to 11.4% to 56.2%. However, if the third undeclared, declared their ethnicity this shift in representation could be different.

Ethnicity in Complaints 2019							variance Year end 2019 to 2017	
Ethnicity	16/17	%	17/18	%	18/19	%	No.	%
White – British	373	44.5%	431	52.3%	378	52.1%	5	7.6%
White – Irish	8	1.0%	13	1.6%	14	1.9%	6	0.9%
White - other white	24	2.9%	40	4.9%	16	2.2%	-8	-0.7%
Mixed white / black Caribbean	2	0.2%	3	0.4%	3	0.4%	1	0.2%
Mixed white/ Asian	0	0.0%	3	0.4%	3	0.4%	3	0.4%
Other mixed	2	0.2%	2	0.2%	1	0.1%	-1	-0.1%
Indian	10	1.2%	21	2.5%	13	1.8%	3	0.6%
Pakistani	23	2.7%	42	5.1%	23	3.2%	0	0.5%
Bangladeshi	13	1.5%	10	1.2%	10	1.4%	-3	-0.1%
Other Asian	6	0.7%	12	1.5%	15	2.1%	9	1.4%
Black Caribbean	26	3.1%	11	1.3%	0	0.0%	-26	-3.1%
Black African	7	0.8%	13	1.6%	12	1.7%	5	0.9%
Other Black	8	1.0%	3	0.4%	1	0.1%	-7	-0.9%
Chinese	1	0.1%	0	0.0%	0	0.0%	-1	-0.1%
Other ethnicity	4	0.5%	8	1.0%	2	0.3%	-2	-0.2%
Not stated	332	39.6%	212	25.7%	235	32.4%	-97	-7.2%
Totals:	839		824		726		-113	

PALS, Patient Affairs and the Complaints Team

The complaints department is aware of the diverse population served by the Trust and endeavours to continue to collect data on the number of complaints received from the various 'protected groups' in order to identify how complainants access the service and whether any improvements to the way in which information is distributed to the population served needs be made.

Patient Advice and Liaison (PALS) and Complaints leaflets explaining the NHS complaints procedure are available in wards and outpatient clinics, information can also be accessed via the Trust website and the public can obtain information by telephoning the PALS / Complaints department).

The Trust continues to monitor and evaluate the services we provide. Equality and diversity questionnaires are issued and returned in a pre-paid envelope to the Patient Affairs department. This process has been reviewed and it will now be completed for one month every quarter each year providing 4 months of responses. The questionnaire will be sent to all complainants with the acknowledgement letter to complete and return in the allocated month. Completion of the questionnaire is voluntary. The results of this feedback will be reviewed and reported to Board in the quarterly patient experience report and be available on the Trust website.

APPENDIX B

Languages booked for Interpretation and Translation

The Trust is one of the more diverse Trusts in the UK in terms of ethnicity. The interpretation and translation service that the Trust provides for patients who need language support is crucial to their care, treatment, experience and safety. In November 2018, a new Interpretation Provider was appointed and the new specification and contract has secured a greater range of service benefits, management information and support for this service. This will enable a more proactive approach to improvements for this service including better data and other efficiencies.

1. Type of Interpretation Service requested / Provided in 2018 -2019

Face to Face and Telephone Interpreting, and Translation

As patient attendance increases annually, so do the requests for the interpretation service. To meet increased needs the Trust is looking at more telephone interpreting where appropriate to both increase flexibility and interpreter availability but also to help reduce costs and other potential service inefficiencies, whilst ensuring the service is fit for purpose.

As can be seen in the table below; comparing 2019 to 2018, most requests remain face to face and have increased both in number by 21.2%, and as a proportion of over-all service requests. Telephone interpreting has increased in number and by 5.7% but as a proportion of over-all requests has reduced by 1.4%. Translation has the lowest use but is the most costly has increased in number 176%.

Type of Interpretation Service requested / Provided in 2018 -2019							
Year	Face to face		Telephone		Translation		Total
2018	4693	87.2%	661	12.3%	29	0.5%	5383
2019	5687	88.3%	699	10.9%	51	0.8%	6437
level change	21.2%		5.7%		175.9%		19.6%
proportion change		1.2%		-1.4%		0.3%	

2. Numbers of Requests and the Number of Languages Requested.

Each year the level of requests and the number of languages requested has been increasing. Year ending March 2018 saw 5383 requests made for over 36 different languages against circa 4693 requests across 38 different languages in March 2017 giving **an increase in requests of 14.7% in 2018.**

This year ending March 2019, there were 6437 requests made across 54 different languages which is **an increase of 19.6% for requests in 2019** and 18 further languages.

Number of Requests and Languages 2019 (and 2017 -2018)		
Year end	Requests	Languages

March 31st:	Number	Increase in number	% increase	Number	increase
2017	4693			38	
2018	5383	690	14.7%	36	-2
2019	6437	1054	19.6%	**54**	**18**
Total	**16513**	**1744**	**37.2%**		

New language arrivals (with request numbers) were notably **Bosnian (35), Kurdish Gorani (21**), **and Pashtu (10),** but also the Aromanian Group (2), Cypriot Turkish (1), Georgian (1), German (2), Iraqi Arabic (1), Latvian (4), Nigerian (1), Sign Support English (2), Sinhalese (3), Slovak (6), Swahili (4), Swedish (1), Telugu (1), and Twi (1). Requests may come from the same patient with more than one attendance or from several patients. Rare languages may not be requested in a year, for instance in year ending March 2018 there was Kashmiri (2) but none in in 2019.

3. Table Showing A-Z of languages Requested in 2019

Table Showing A-Z of languages Requested					
Language requested	**Interpretation mode**			**TOTAL**	**%**
	Face	**Telephone**	**Translation**		
Albanian	151	47	0	198	**3.08%**
Arabic	128	19	0	147	**2.28%**
Aromanian Group	2	0	0	2	**0.03%**
Bengali	909	74	9	992	**15.41%**
Bosnian	29	6	0	35	**0.54%**
BSL (British Sign Language)	106	0	0	106	**1.65%**
Bulgarian	25	10	1	36	**0.56%**
Cantonese	49	5	0	54	**0.84%**
Cypriot Turkish	1	0	0	1	**0.02%**
Czech	2	1	0	3	**0.05%**
Dari	5	0	0	5	**0.08%**
Farsi (Persian)	28	16	0	44	**0.68%**
French	11	0	0	11	**0.17%**
Georgian	1	0	0	1	**0.02%**
German	1	0	1	2	**0.03%**
Greek	9	4	3	16	**0.25%**
Gujarati	52	1	0	53	**0.82%**
Hindi	32	0	1	33	**0.51%**
Hungarian	78	22	1	101	**1.57%**
Iraqi Arabic	1	0	0	1	**0.02%**
Italian	69	9	1	79	**1.23%**
Kashmiri	-	-	-	-	-
Kurdish / Kurdish Sorani	13	8	0	21	**0.33%**
Kurdish Gorani	1	0	0	1	**0.02%**

Latvian	2	2	0	4	**0.06%**
Lithuanian	105	9	0	114	**1.77%**
Mandarin	39	0	0	39	**0.61%**
Mirpuri Group	34	0	0	34	**0.53%**
Nigerian	0	1	0	1	**0.02%**
Pahari	16	4	0	20	**0.31%**
Pashto	10	3	0	13	**0.20%**
Pashtu	10	0	0	10	**0.16%**
Polish	1250	90	11	1351	**20.99%**
Portuguese	60	10	1	71	**1.10%**
Punjabi	160	10	0	170	**2.64%**
Romanian	912	226	9	1147	**17.82%**
Russian	62	6	0	68	**1.06%**
Sign Support English	2	0	0	2	**0.03%**
Sinhalese	2	1	0	3	**0.05%**
Slovak	3	3	0	6	**0.09%**
Somali	13	1	0	14	**0.22%**
Spanish	28	9	4	41	**0.64%**
Swahili	2	2	0	4	**0.06%**
Swedish	0	0	1	1	**0.02%**
Tamil	79	13	0	92	**1.43%**
Telugu	1	0	0	1	**0.02%**
Thai	1	0	0	1	**0.02%**
Tigrinya	6	5	0	11	**0.17%**
Turkish	19	10	0	29	**0.45%**
Twi	1	0	0	1	**0.02%**
Ukrainian	3	1	0	4	**0.06%**
Urdu	1159	65	8	1232	**19.14%**
Vietnamese	4	6	0	10	**0.16%**
Yoruba	1	0	0	1	**0.02%**
TOTALS	**5687**	**699**	**51**	**6437**	**1**

*Aromanian Group - (Armina, Armini, Arumanian, Arumenian, Macedo Romanian, Vlach)

**Mirpuri Group - (Pahari, Pahari-Pothowari, Pothohari, Potohari, Potwari)

4. Most booked Languages

NB: For the high to low language request table see page 5.
In years ending March 2016, 2017, 2018 and 2019, the top 4 languages requested are
Polish, Urdu, Bengali and Romanian.

These 4 languages amount to proportionally circa 73% to 80% of all requests which with the increase in the level of requests generally amounts to 4722 requests in 2019 for this group against 3114 in 2017. An increase of 1608 requests for the group.

Table showing most booked languages:

2017				2018				2019			
Polish	32.8%			**Polish**	28.9%			**Polish**	21.0%		
Bengali	16.3%	**77.6%**		**Romanian**	18.4%	**80.5%**		**Urdu**	19.1%	**73.4%**	
Urdu	14.5%	**3114**		**Urdu**	18.1%	**4331**		**Romanian**	17.8%	**4722**	
Romanian	13.9%			**Bengali**	15.1%			**Bengali**	15.4%		
BSL	3.8%			Albanian	2.3%			Albanian	3.1%		
Hindi	2.1%			Arabic	2.0%			Punjabi	2.6%		
Albanian	2.1%			BSL	1.8%			Arabic	2.3%		
Punjabi	2.9%			Punjabi	1.6%			Lithuanian	1.8%		
Hungarian	2.0%			Portuguese	1.5%			BSL	1.6%		
Russian	1.5%			Russian	1.4%			Hungarian	1.6%		
Total of above	91.9% 3689			Total of above	89.6% 4898			Total of above	86.3% 5558		
Arabic Portuguese Italian				Lithuanian Italian Hindi				Tamil Italian Portuguese			

Polish has been consistently the highest. However, although the numbers have increased across all 4 languages gradually the proportion that Polish holds has reduced from 32.8% in 2017 to 21% in 2019 with increases in the other 3 languages.

Top 10 languages year ending March 2019 (and change / group since March 2017)					
Language	**2019 details**			**Change details**	
	number	**%**	**group**	**Number**	**%**
Polish	1351	21.0%		34	2.6%
Urdu	1232	19.1%	**73.4%**	578	88.2%
Romanian	1147	17.8%	**4722**	563	96.4%
Bengali	992	15.4%		433	77.5%
Albanian	198	3.1%		115	138.0%
Punjabi	170	2.6%		54	46.0%
Arabic	147	2.3%	13.0%	97	94.0%
Lithuanian	114	1.8%	836	64	28.0%
British Sign Language	106	1.6%		-45	-30.0%
Hungarian	101	1.6%		20	26.3%
	5558	86.3%			

Tamil Italian Portuguese

The next 6 highest languages are significantly lower in request levels than the top four. Consistently, BSL, Punjabi and Albanian have reached this list over the 3 years, the other 3 languages have varied. The last 3 years has seen a decrease in numbers and proportional percentage for British Sign Language (BSL) whereas there has been notable increases from

Albanian and Arabic and there are trends for increases from Lithuanian and Hungarian.

High to low language request table

Language Requests Year ending March 2019 - high to low						
Language	**Face to Face**	**Telephone**	**Translation**	**TOTAL**	**%**	Grouped
Polish	1250	90	11	1351	**20.99%**	73.36% Most requested
Urdu	1159	65	8	1232	**19.14%**	
Romanian	912	226	9	1147	**17.82%**	
Bengali	909	74	9	992	**15.41%**	
Albanian	151	47	0	198	**3.08%**	medium requests 24.87%
Punjabi	160	10	0	170	**2.64%**	
Arabic	128	19	0	147	**2.28%**	
Lithuanian	105	9	0	114	**1.77%**	
British Sign Language	106	0	0	106	**1.65%**	
Hungarian	78	22	1	101	**1.57%**	
Tamil	79	13	0	92	**1.43%**	
Italian	69	9	1	79	**1.23%**	
Portuguese	60	10	1	71	**1.10%**	
Russian	62	6	0	68	**1.06%**	
Cantonese	49	5	0	54	**0.84%**	
Gujarati	52	1	0	53	**0.82%**	
Farsi (Persian)	28	16	0	44	**0.68%**	
Spanish	28	9	4	41	**0.64%**	
Mandarin	39	0	0	39	**0.61%**	
Bulgarian	25	10	1	36	**0.56%**	
Bosnian	29	6	0	35	**0.54%**	
Mirpuri Group	34	0	0	34	**0.53%**	
Hindi	32	0	1	33	**0.51%**	
Turkish	19	10	0	29	**0.45%**	
Kurdish / Kurdish Sorani	13	8	0	21	**0.33%**	
Pahari	16	4	0	20	**0.31%**	
Greek	9	4	3	16	**0.25%**	
Somali	13	1	0	14	**0.22%**	1.77% Rarer requests
Pashto	10	3	0	13	**0.20%**	
French	11	0	0	11	**0.17%**	
Tigrinya	6	5	0	11	**0.17%**	
Pashtu	10	0	0	10	**0.16%**	
Vietnamese	4	6	0	10	**0.16%**	
Slovak	3	3	0	6	**0.09%**	

Dari	5	0	0	5	**0.08%**
Latvian	2	2	0	4	**0.06%**
Swahili	2	2	0	4	**0.06%**
Ukranian	3	1	0	4	**0.06%**
Czech	2	1	0	3	**0.05%**
Sinhalese	2	1	0	3	**0.05%**
Aromanian Group	2	0	0	2	**0.03%**
German	1	0	1	2	**0.03%**
Sign Support English	2	0	0	2	**0.03%**
Cypriot Turkish	1	0	0	1	**0.02%**
Georgian	1	0	0	1	**0.02%**
Iraqi Arabic	1	0	0	1	**0.02%**
Kurdish Gorani	1	0	0	1	**0.02%**
Nigerian	0	1	0	1	**0.02%**
Swedish	0	0	1	1	**0.02%**
Telugu	1	0	0	1	**0.02%**
Thai	1	0	0	1	**0.02%**
Twi	1	0	0	1	**0.02%**
Yoruba	1	0	0	1	**0.02%**
TOTALS	**5687**	**699**	**51**	**6437**	**1**

This results table for 2019 can be compared to the results table for 2018 as seen in last year's report which can be viewed in the Annual Patient Equality Information Report 2018 on the Trust website at https://www.ldh.nhs.uk/corporate-information/equality-and-diversity/annual-reports-and-relevant-documents

Last year, notable increases were seen in certain languages and ethnic groups outside of the key core languages, which were in the languages of Albanian, Arabic, Russian and Lithuanian, and the Asian Languages of Punjabi, Hindi, Pashto, Gujarati. This year this trend continues.

5. Asian Languages

The Trust has a significant Asian patient population which increases annually.

- **In 2018** - Asian Languages formed **38.2%** of all requests (with Urdu 18.1%, Bengali 15.1% and 10 other Asian Languages at 5%).

- **In 2019** – Asian Languages formed **41.3%** of all requests (2660) (with Urdu 19.1%, Bengali 15.4% and 12 other Asian Languages at 6.77%)

- The general increase in interpretation requests between 2018 and 2019 of 19.6% also makes this increased representation from Asian patients more significant.

Asian Language Requests in 2019					
Language	Face to face	Telephone	Translation	TOTAL	%
Urdu	1159	65	8	1232	19.14%
Bengali	909	74	9	992	15.41%
Punjabi	160	10	0	170	2.64%
Tamil	79	13	0	92	1.43%
Gujarati	52	1	0	53	0.82%
Mirpuri Group	34	0	0	34	0.53%
Hindi	32	0	1	33	0.51%
Pahari	16	4	0	20	0.31%
Pashto	10	3	0	13	0.20%
Pashtu	10	0	0	10	0.16%
Dari	5	0	0	5	0.08%
Sinhalese	2	1	0	3	0.05%
Aromanian Group	2	0	0	2	0.03%
Telugu	1	0	0	1	0.02%
				2660	41.32%

6. Rare languages

These are the more difficult to provide for particularly at short notice or in an emergency. In 2018, the Trust grouped rare languages under the criteria of having between 1 -15 requests a year. In 2018 this amounted to 13 languages and 55 requests. In 2019 this amounts to 26 languages and 114 requests and so in both categories these have doubled in a year.

The rarest languages do not remain the same each year – In 2017 there was need for Slovak, Twi, Bosnian, Bravanese, Swahili, and Sinhalese - none of which was required in 2018. In 2018, new requests were Yoruba, Ukrainian, Thai, and Vietnamese.

In 2019 new requests are for Latvian, Czech, German, Sign support English, Cypriot Turkish, Georgian, Iraqi Arabic, Kurdish Gorani, Nigerian, Swedish, and Telugu. There is also the Aromanian and Mirpuri group of languages (see page 3 for a breakdown of the languages in these groups).