

**Equality and Human Rights Review of Services in 2010**  
**for**  
**East Kent Hospitals University NHS Foundation Trust**

Bruce Champion-Smith  
Equality and Human Rights Manager

16<sup>th</sup> November 2010

# Contents

1	Introduction.....	3
2	Demographics .....	5
3	All Outpatients Appointments .....	12
4	General Surgery .....	15
5	Vascular Service .....	20
6	Diabetes .....	24
7	Head & Neck .....	27
8	Vitreous-retinal .....	31
9	Trauma and Orthopaedics (T&O).....	34
10	Anaesthesia.....	38
11	Child Health (not Child Development or CAMHS) .....	42
12	Infertility.....	46
13	Midwifery .....	49
14	Foetal Medicine .....	53
15	Recommendations .....	55
16	Services to be studied in Future Assessments:.....	58
17	Publication:.....	58
18	Access:.....	59
19	Section 149. Equality Act 2010 Annex A .....	60
20	Methodology Annex B .....	62

# 1 Introduction

The following is the most recent version of the monitoring the Trust undertakes to ensure that the clinical services are catering for the needs of the local population. Since our last review in November 2009, The Equality Act 2010 has come into force and this review has attempted where possible to consider the 'Protected Characteristics' introduced by this act.

Protected Characteristics are defined as follows:

## **Age**

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).

## **Disability**

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

## **Gender reassignment**

The process of transitioning from one gender to another.

## **Marriage and civil partnership**

Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must be treated the same as married couples on a wide range of legal matters.

## **Pregnancy and maternity**

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

## **Race**

Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, nationality (including citizenship) ethnic or national origins.

## **Religion and belief**

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.

## **Sex**

A man or a woman.

## **Sexual orientation**

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes

### 1.1 The public sector Equality Duty

The general duty is set out in section 149 of the Act (reproduced at Annex A). In summary, those subject to the Equality Duty must have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups; and
- foster good relations between different groups.

The purpose of this document is to ensure that the Trust is delivering the right services for patients considering their protected characteristics, and that the services provided are delivered in a way which is sensitive to all these equality issues. Not only is this best practice and ethically correct, but it is also a requirement of the law and is part of the work that must be carried out under the published Race, Gender and Disability Equality Schemes.

### 1.2 Services are chosen for assessment so that all are covered on a rolling 3 year basis. The following services were chosen for assessment in November 2010:

- All Outpatient appointments
- General Surgery
- Vascular (a recent service development)
- Diabetes
- Head & Neck
- Vitreous-retinal (a recent service development)
- T & O
- Anaesthesia and Day Surgery
- Child Health (not Child Development or Head & Neck )
- Infertility
- Midwifery
- Foetal Medicine
- Renal

This assessment was for presentation and discussion at the Nov 2010 Trust Board but because of other constraints it was presented at the January 2011 meeting. The other services provided by the Trust will all be assessed by the same criteria over the next 2 years. It should be noted that all figures used are YTD for FY 10/11 as at 03 November 10. Future reviews will be undertaken every year at the same time as per the cycle articulated in the Equality Schemes.

### 1.3 Aim:

The aim of this paper is to review the EKHUFT services highlighted in paragraph 1.2 above in order to ensure that they are being delivered in a way sensitive to all equality issues, and if necessary make recommendations to improve compliance.

## 2 Demographics

EKHUFT covers the following local Authority Geographical areas:

- Ashford
- Canterbury
- Dover
- Shepway
- Swale
- Thanet

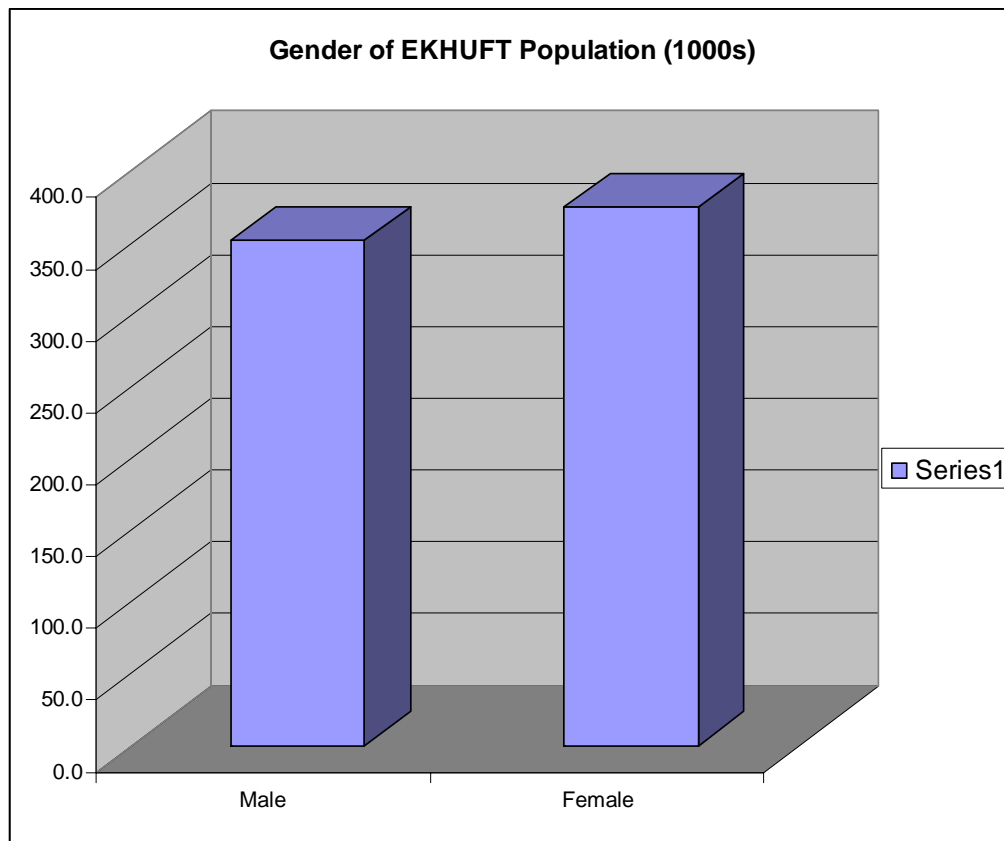
The population living this area has the following characteristics.

### 2.1 Gender

The following data has been obtained using mid 2007 estimates from the Office of National Statistics.

	No.	%
<b>Male</b>	351.8	48.41062
<b>Female</b>	374.9	51.58938
<b>Total</b>	726.7	100

(Table 1)

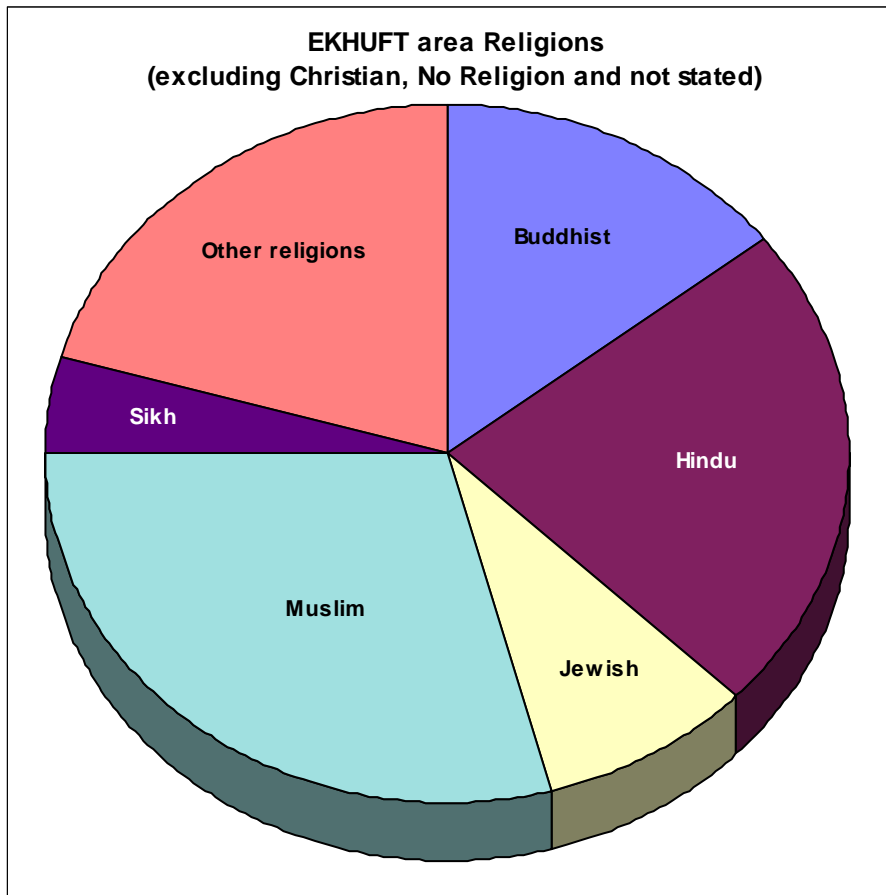


(Chart 1A)

## 2.2 Religion

Religious population (Numbers)	Total	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other religions	No religion	Religion not stated
<b>727 ENGLAND AND WALES</b>	<b>52,041,916</b>	<b>37,338,486</b>	<b>144,453</b>	<b>552,421</b>	<b>259,927</b>	<b>1,546,626</b>	<b>329,358</b>	<b>150,720</b>	<b>7,709,267</b>	<b>4,010,658</b>
<b>064 ENGLAND</b>	<b>49,138,831</b>	<b>35,251,244</b>	<b>139,046</b>	<b>546,982</b>	<b>257,671</b>	<b>1,524,887</b>	<b>327,343</b>	<b>143,811</b>	<b>7,171,332</b>	<b>3,776,515</b>
<b>J SOUTH EAST</b>	<b>8,000,645</b>	<b>5,823,025</b>	<b>22,005</b>	<b>44,575</b>	<b>19,037</b>	<b>108,725</b>	<b>37,735</b>	<b>28,668</b>	<b>1,319,979</b>	<b>596,896</b>
29 Kent	1,329,718	999,024	2,981	4,941	1,683	6,545	8,154	4,266	198,365	103,759
29UB Ashford	102,661	78,487	174	266	123	578	72	307	15,016	7,638
29UC Canterbury	135,278	99,127	509	511	222	868	126	562	22,540	10,813
29UE Dover	104,566	80,093	178	159	78	308	41	288	14,823	8,598
29UL Shepway	96,238	72,591	213	1,001	107	338	21	314	14,077	7,576
29UM Swale	122,801	93,192	164	248	103	448	112	340	18,888	9,306
29UN Thanet	126,702	93,222	337	247	306	621	94	417	20,094	11,364
<b>EKHUFT area</b>	<b>688,246</b>	<b>516,712</b>	<b>1,575</b>	<b>2,432</b>	<b>939</b>	<b>3,161</b>	<b>466</b>	<b>2,228</b>	<b>105,438</b>	<b>55,295</b>
Religious population (Percentages)	Total	Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other religions	No religion	Religion not stated
<b>727 ENGLAND AND WALES</b>	100	71.75	0.28	1.06	0.50	2.97	0.63	0.29	14.81	7.71
<b>064 ENGLAND</b>	100	71.74	0.28	1.11	0.52	3.10	0.67	0.29	14.59	7.69
<b>J SOUTH EAST</b>	100	72.78	0.28	0.56	0.24	1.36	0.47	0.36	16.50	7.46
29 Kent	100	75.13	0.22	0.37	0.13	0.49	0.61	0.32	14.92	7.80
29UB Ashford	100	76.45	0.17	0.26	0.12	0.56	0.07	0.30	14.63	7.44
29UC Canterbury	100	73.28	0.38	0.38	0.16	0.64	0.09	0.42	16.66	7.99
29UE Dover	100	76.60	0.17	0.15	0.07	0.29	0.04	0.28	14.18	8.22
29UL Shepway	100	75.43	0.22	1.04	0.11	0.35	0.02	0.33	14.63	7.87
29UM Swale	100	75.89	0.13	0.20	0.08	0.36	0.09	0.28	15.38	7.58
29UN Thanet	100	73.58	0.27	0.19	0.24	0.49	0.07	0.33	15.86	8.97
<b>EKHUFT area</b>	100	75.08	0.23	0.35	0.14	0.46	0.07	0.32	15.32	8.03

Source: Census, April 2001, Office for National Statistics;  
 Census, April 2001, General Register Office for Scotland  
 (Table 2)



(Chart 2A)

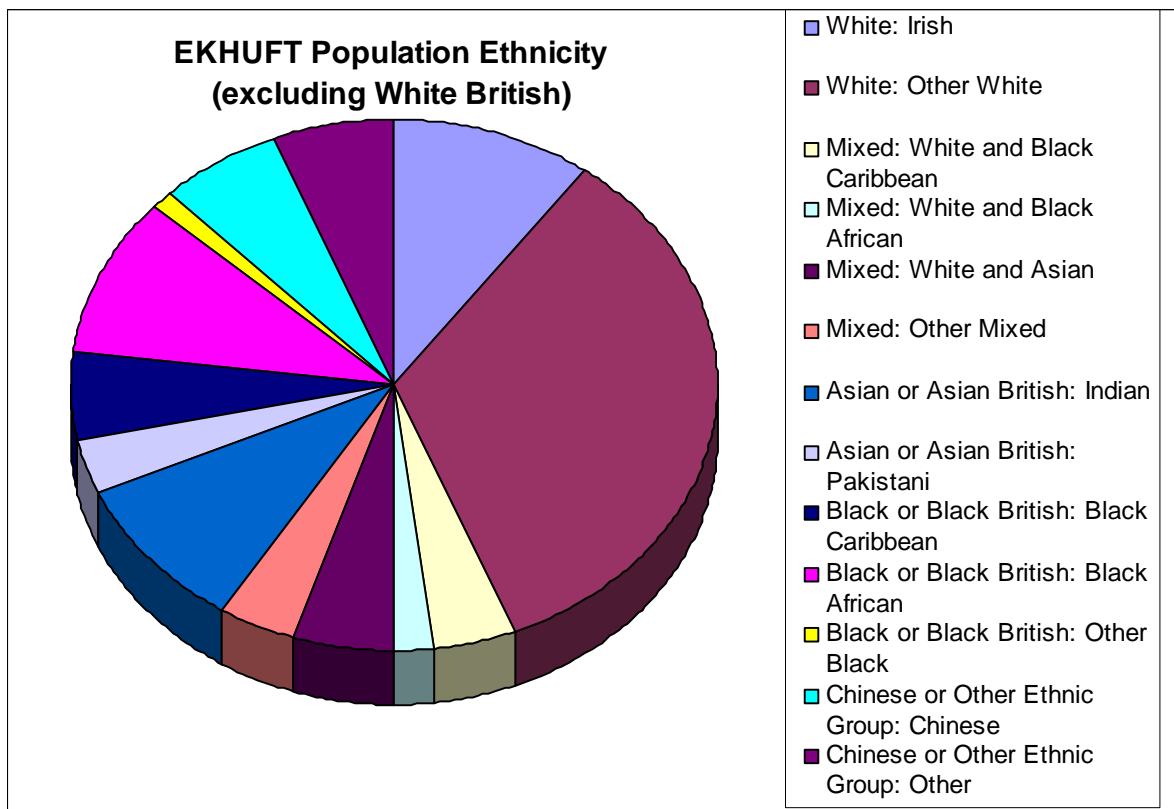
### 2.3 Transgender

The Gender Identity Research and Education Society (GIRES) report ‘Gender variance in the UK: Prevalence, Incidence growth and Geographic Distribution (June 2009)’ indicates the prevalence of people presenting with gender Dysphoria in Kent is 19 per 100,000. Based on the EKHUFT population of 731.00 there is a likelihood of around 140 people presenting with gender Dysphoria.

2.4 Ethnicity

EE1: Estimated resident population by ethnic group, mid-2007, (experimental statistics) (ONS)					
Group	Number	Percentage	Group	Number	Percentage
All Groups	726.7	100.00	Asian or Asian British: Pakistani	2.0	0.28
White: British	659.9	90.81	Asian or Asian British: Bangladeshi	1.7	0.23
White: Irish	6.1	0.84	Asian or Asian British: Other Asian	4.7	0.65
White: Other White	20.3	2.79	Black or Black British: Black Caribbean	3.2	0.44
Mixed: White and Black Caribbean	2.5	0.34	Black or Black British: Black African	5.8	0.80
Mixed: White and Black African	1.2	0.17	Black or Black British: Other Black	0.7	0.10
Mixed: White and Asian	3.0	0.41	Chinese or Other Ethnic Group: Chinese	3.6	0.50
Mixed: Other Mixed	2.4	0.33	Chinese or Other Ethnic Group: Other	3.7	0.51
Asian or Asian British: Indian	5.7	0.78			

(Table 2)



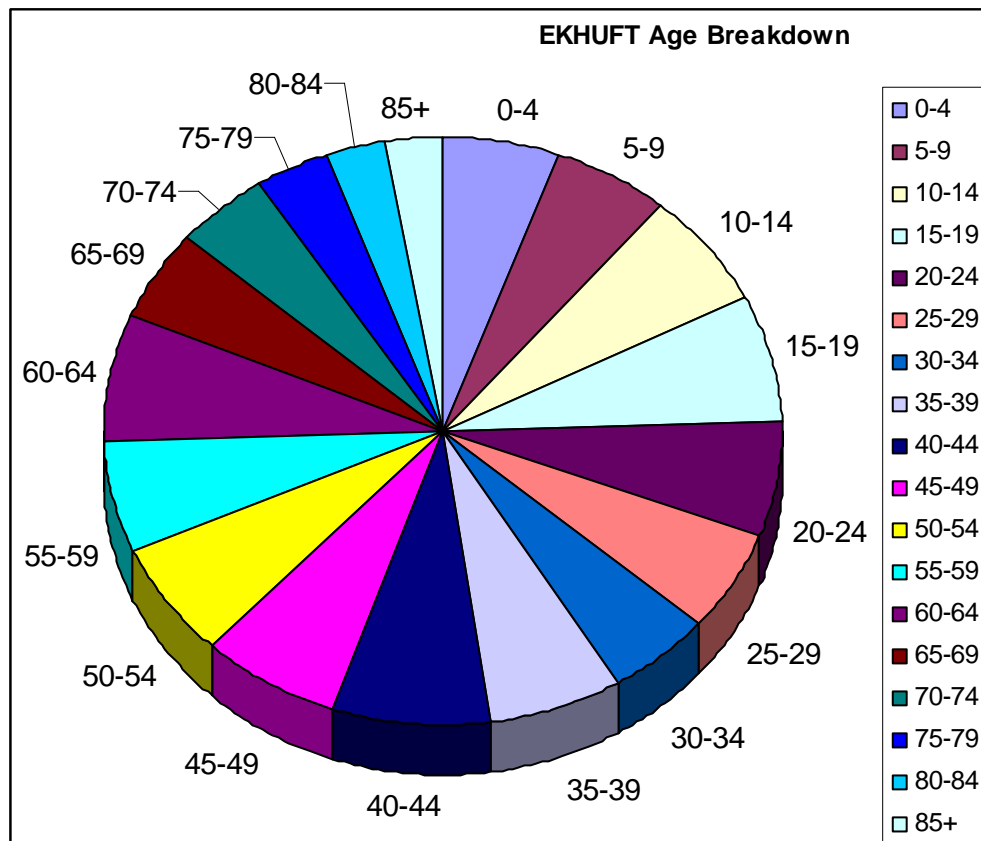
(Chart 2A)



2.5 Age

Age	Ashford	Canterbury	Dover	Thanet	Swale	Shepway	Total
0-4	7400.00	7200.00	5800.00	7400.00	8100.00	5500.00	41400.00
5-9	7300.00	7400.00	5600.00	6900.00	7900.00	5200.00	40300.00
10-14	7500.00	8500.00	6900.00	8600.00	8800.00	6000.00	46300.00
15-19	7200.00	11800.00	7400.00	8800.00	8900.00	6100.00	50200.00
20-24	6100.00	15700.00	5300.00	7000.00	7800.00	5400.00	47300.00
25-29	5700.00	10500.00	5100.00	6300.00	7500.00	5000.00	40100.00
30-34	6200.00	7600.00	4900.00	6200.00	7300.00	4900.00	37100.00
35-39	8300.00	8800.00	6500.00	7800.00	9500.00	6400.00	47300.00
40-44	9400.00	9600.00	7900.00	9000.00	10600.00	7300.00	53800.00
45-49	8300.00	9200.00	7700.00	8700.00	9500.00	6900.00	50300.00
50-54	7100.00	8400.00	7200.00	8000.00	8200.00	6300.00	45200.00
55-59	7000.00	8500.00	7100.00	8200.00	8200.00	6700.00	45700.00
60-64	7500.00	9400.00	8000.00	9400.00	8900.00	7600.00	50800.00
65-69	5300.00	7300.00	5800.00	7000.00	6300.00	5700.00	37400.00
70-74	4400.00	6200.00	5000.00	6300.00	5100.00	4900.00	31900.00
75-79	3600.00	5200.00	4200.00	5600.00	4000.00	4100.00	26700.00
80-84	2700.00	4200.00	3100.00	4300.00	2900.00	3100.00	20300.00
85+	2700.00	4200.00	3100.00	4300.00	2400.00	3000.00	19700.00
All Ages	113500.00	149700.00	106900.00	129900.00	131900.00	100100.00	731800.00

(Table 3)



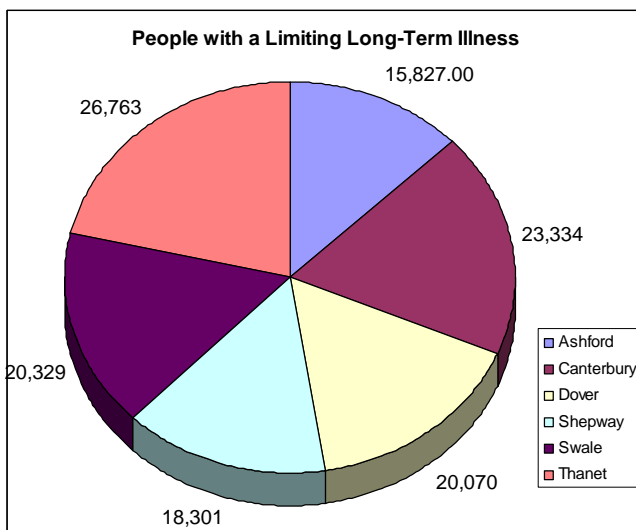
(Chart 3A)

2.6 Disability

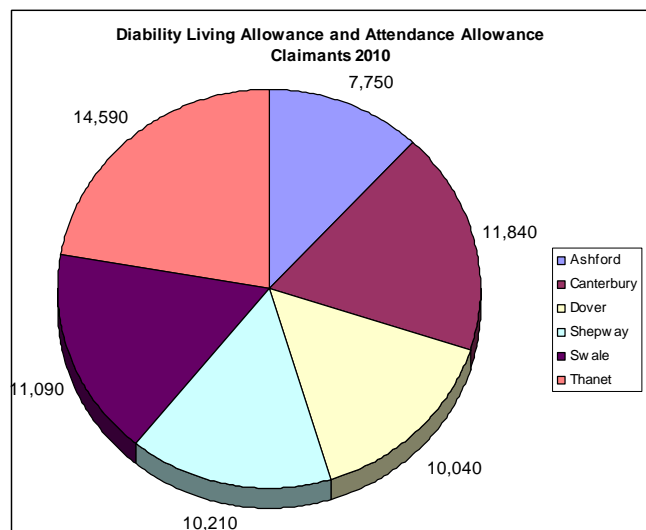
Numbers of People with a limiting Long-Term Illness and Numbers of Claimant for Disability Living Allowance and Attendance Allowance are shown in the table below.

	People with LLTI	DLA/AA
Ashford	15,827	7,750
Canterbury	23,334	11,840
Dover	20,070	10,040
Shepway	18,301	10,210
Swale	20,329	11,090
Thanet	26,763	14,590
EKHUFT	124,624	65,520

(Table 4)



(Chart 4A)



(Chart 4B)

## 2.7 Mosaic Origins

Kent County Council has provided the following data from Mosaic origins. Mosaic Origins is a segmentation tool developed to classify people to a part of the world based on the origin of their personal and family name using the electoral register. This has produced a profile of the Kent population (all people aged 18 and over only) based on their likely country of origin.

The Mosaic origins data for the EKHUFT area is shown below

	Ashford	Canterbury	Dover	Shepway	Swale	Thanet	EKHUFT	%
<b>Bangladeshi</b>	106	165	73	96	83	140	663	0.12
<b>Black African</b>	503	770	145	231	455	298	2402	0.42
<b>Black Caribbean</b>	76	48	15	35	52	36	262	0.05
<b>Celtic</b>	9,394	13,132	10,873	9,665	10,706	11,652	65422	11.36
<b>Chinese</b>	159	926	131	181	147	231	1775	0.31
<b>Eastern European</b>	1,196	2,004	1,096	1,145	999	2,124	8564	1.49
<b>English</b>	65,842	84,911	64,899	60,899	79,329	76,926	432806	75.15
<b>Greek/Greek Cypriot</b>	105	452	89	165	101	403	1315	0.23
<b>Hindu</b>	835	1,017	371	1,158	333	487	4201	0.73
<b>Hispanic</b>	438	826	291	449	358	547	2909	0.51
<b>Irish</b>	3,764	5,460	4,252	3,833	4,652	5,080	27041	4.70
<b>Italian</b>	664	1,043	542	545	523	858	4175	0.72
<b>Jewish/ Armenian</b>	119	325	137	119	108	180	988	0.17
<b>Other East Asian</b>	91	342	70	84	83	174	844	0.15
<b>Other Muslim</b>	419	869	276	334	252	567	2717	0.47
<b>Pakistani</b>	184	396	119	131	135	226	1191	0.21
<b>Sikh</b>	91	160	56	60	139	75	581	0.10
<b>Somali</b>	18	44	6	11	7	7	93	0.02
<b>Tamil and Sri Lankan</b>	169	146	68	55	56	134	628	0.11
<b>Turkish</b>	170	353	129	161	215	275	1303	0.23
<b>Western European</b>	2,408	3,549	2,102	2,199	2,311	2,770	15339	2.66
<b>Unclassified</b>	99	169	96	95	95	128	682	0.12
<b>Total</b>	<b>86850</b>	<b>117107</b>	<b>85836</b>	<b>81651</b>	<b>101139</b>	<b>103318</b>	<b>575901</b>	<b>100.00</b>

(Table 5)

### 3 All Outpatients Appointments

3.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 359212 patients were seen in EKHUFT Outpatients. Table 6 shows how these Outpatient Appointments breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

EKHUFT	Not Coded	Asian or Asian British	Black or Black British	Ethnic Category Unknown	Mixed	Other Ethnic Groups	White	Total
Patients	10428	2488	870	40950	1706	2361	300409	359212
Patients %	2.90%	0.69%	0.24%	11.40%	0.47%	0.66%	83.63%	100.00%
Population %		1.94%	1.34%		1.25%	1.00%	94.47%	100.00%

(Table 6)

3.2 **Gender of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 359212 patients were seen in EKHUFT Outpatients. Table 7 shows how these Outpatient Appointments breakdown by Gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

EKHUFT	Male	Female	Total
Patients	157540	201670	359212
Patients %	43.9%	56.1%	100.0%
Population %	48.41%	51.59%	100.00%

(Table 7)

3.3 **Age of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 359212 patients were seen in EKHUFT Outpatients. Table 8 shows how these Outpatient Appointments breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

EKHUFT	0-16	17-25	26-50	51-70	70+	All
Patients	43452	20457	81656	113592	100055	359212
%	12.1%	5.7%	22.7%	31.6%	27.9%	100.0%
Population	0-14	15-24	25-49	50-69	70+	
%	17.49%	13.32%	31.24%	24.47%	13.47%	100.00%

(Table 8)

Unfortunately the age bands recorded at EKHUFT do not precisely match the ONS data bands. However, it is clear and expected that we have a much higher proportion of older people attending outpatients than are in the general population.

- 3.4 **Outpatient (All) DNA % Rates For FY 10/11 YTD (1st April to 3rd November 2010)**  
Table 9 shows Did Not Attend (DNA) rates for Outpatient Appointments breakdown by ethnicity. The table shows of those people in each category who are referred by the relevant service the percentage that fail to attend the appointment.

Specialty	Not Coded	Asian or Asian British	Black or Black British	Ethnic Category Unknown	Mixed Race	Other Ethnic Groups	White	All
General Surgery	9.95%	13.01%	19.61%	8.22%	10.53%	14.47%	9.97%	9.82%
Vascular Surgery	5.76%	9.09%	42.86%	6.39%	42.86%	0.00%	7.41%	7.34%
T&O	7.75%	15.14%	10.20%	8.87%	18.49%	13.88%	10.73%	10.56%
Anaesthetics	7.94%	10.00%	62.50%	9.44%	30.00%	4.35%	11.58%	11.44%
Paediatrics	15.85%	11.54%	25.00%	16.96%	15.10%	14.80%	16.10%	16.12%
Midwifery		0.00%					0.00%	0.00%
Renal	9.55%	6.25%	4.88%	9.65%	10.00%	25.58%	7.70%	8.40%
ENT (Head & Neck)	9.64%	9.62%	21.43%	12.04%	21.83%	14.11%	11.20%	11.35%
Ophthalmology (Head & Neck)	13.19%	14.14%	18.08%	10.09%	17.35%	16.86%	10.37%	10.58%
Maxillo Facial (Head & Neck)	20.48%	23.26%	31.58%	19.23%	30.26%	22.68%	17.38%	17.92%
Orthodontics (Head & Neck)	7.69%	14.77%	0.00%	13.18%	15.91%	17.31%	11.23%	11.40%
Infertility	17.65%	10.53%	28.57%	12.73%	12.50%	21.43%	13.73%	14.10%
<b>All</b>	<b>10.89%</b>	<b>13.55%</b>	<b>21.27%</b>	<b>10.17%</b>	<b>16.00%</b>	<b>15.44%</b>	<b>10.71%</b>	<b>10.76%</b>

(Table 9)

- 3.5 **Outpatient (All) DNA % Rates For FY 10/11 YTD (1st April to 3rd November 2010)**  
Table 10 shows Did Not Attend (DNA) rates for Outpatient Appointments breakdown by gender. The table shows of those people in each category who are referred by the relevant service the percentage that fail to attend the appointment.

Specialty	Male	Female	All
General Surgery	10.64%	9.42%	9.82%
Vascular Surgery	6.87%	8.13%	7.34%
T&O	12.95%	8.31%	10.56%
Anaesthetics	11.74%	11.27%	11.44%
Paediatrics	15.96%	16.32%	16.12%
Renal	8.88%	7.84%	8.40%
ENT (Head & Neck)	11.98%	10.74%	11.35%
Ophthalmology (Head & Neck)	11.71%	9.62%	10.58%
Maxillo Facial (Head & Neck)	19.03%	16.93%	17.92%
Orthodontics (Head & Neck)	12.84%	10.46%	11.40%
Infertility	25.00%	13.95%	14.10%
<b>All</b>	<b>11.59%</b>	<b>10.10%</b>	<b>10.76%</b>

(Table 10)

- 3.6 **Outpatient (All) DNA % Rates** For FY 10/11 YTD (1st April to 3rd November 2010)  
Table 11 shows Did Not Attend (DNA) rates for Outpatient Appointments breakdown by age. The table shows of those people in each category who are referred by the relevant service the percentage that fail to attend the appointment.

Specialty	0-16	17-25	26-50	51-70	70+	All
General Surgery	12.25%	21.20%	13.63%	7.31%	6.45%	9.82%
Vascular Surgery	18.18%	11.11%	12.15%	5.78%	6.90%	7.34%
T&O	12.56%	22.93%	14.49%	6.29%	5.75%	10.56%
Anaesthetics	13.33%	27.45%	15.75%	9.11%	5.70%	11.44%
Paediatrics	15.94%	28.02%				16.12%
Midwifery	0.00%	0.00%	0.00%			0.00%
Renal	18.18%	17.80%	14.10%	6.34%	6.24%	8.40%
ENT (Head & Neck)	15.55%	22.29%	14.21%	6.96%	5.75%	11.35%
Ophthalmology (Head & Neck)	19.36%	20.41%	16.08%	7.96%	5.67%	10.58%
Maxillo Facial (Head & Neck)	19.37%	33.04%	23.88%	9.20%	5.62%	17.92%
Orthodontics (Head & Neck)	10.61%	14.35%	8.79%	4.65%	0.00%	11.40%
Infertility		16.54%	13.56%	0.00%		14.10%
<b>All</b>	<b>15.88%</b>	<b>20.39%</b>	<b>14.84%</b>	<b>7.28%</b>	<b>6.29%</b>	<b>10.76%</b>

(Table 11)

- 3.7 **Conclusions for Outpatients:** Unfortunately the age bands recorded at EKHUFT do not precisely match the ONS data bands. However, it is clear and expected that we have a much higher proportion of older people attending outpatients than are in the general population.

Proportionally more female patients attend outpatient appointments than male. DNA data show several specialities with over representation from certain groups, particularly Black or Black British and Mixed Race people as well as younger patients. It is suggested that specialities take positive action to ensure that these groups of our patients attend outpatient appointments.

## 4 General Surgery

4.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 26208 patients were seen in EKHUFT General Surgery. Table 12 shows an Outpatient referrals, attendances and in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or Suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population	
	Referrals	Attendances	DC	EL	NEL						
Not Coded	739	769	18	2	15	35				9700	
Black or Black British	74	41	6	3	8	17	1		3		
Ethnic Category Unknown	2163	2522	219	128	196	543	11	4	18		0
Mixed	25	68	12	2	18	32	1		3		9100
Other Ethnic Groups	42	130	11	7	44	62	1	1	3		7300
White	9219	15654	1643	1336	3201	6180	130	27	825		686300
Asian or Asian British	90	107	16	9	23	48	1		8		14100
<b>Grand Total</b>	<b>12352</b>	<b>19291</b>	<b>1925</b>	<b>1487</b>	<b>3505</b>	<b>6917</b>	<b>145</b>	<b>32</b>	<b>860</b>		<b>726500</b>
Not Coded	6%	4%	1%	0%	0%	1%	0%	0%	0%	0%	
Black or Black British	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	
Ethnic Category Unknown	18%	13%	11%	9%	6%	8%	8%	13%	2%	0%	
Mixed	0%	0%	1%	0%	1%	0%	1%	0%	0%	1%	
Other Ethnic Groups	0%	1%	1%	0%	1%	1%	1%	3%	0%	1%	
White	75%	81%	85%	90%	91%	89%	90%	84%	96%	94%	
Asian or Asian British	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	

(Table 12)

4.2 **Gender of Service Users** Table 13 shows how these Outpatient referrals, attendances and in-patient admissions breakdown by Gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	4636	6293	957	611	1635	3203	63	11	422	351800
Female	7716	12998	968	876	1870	3714	82	21	438	374900
<b>Grand Total</b>	<b>12352</b>	<b>19291</b>	<b>1925</b>	<b>1487</b>	<b>3505</b>	<b>6917</b>	<b>145</b>	<b>32</b>	<b>860</b>	<b>726700</b>
Male	38%	33%	50%	41%	47%	46%	43%	34%	49%	48%
Female	62%	67%	50%	59%	53%	54%	57%	66%	51%	52%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

(Table 13)



4.3 **Age of Service Users** Table 14 shows how these Outpatient referrals, attendances and in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
(Blank)	1					0				
0-16	384	437	135	6	322	463			24	128000
17-25	688	788	124	39	417	580		4	71	97500
26-50	4163	5752	716	316	1059	2091	2	2	229	228600
51-70	4146	7140	686	632	832	2150	35	18	240	179100
70+	2970	5174	264	494	875	1633	108	8	296	98600
<b>Grand Total</b>	<b>12351</b>	<b>19291</b>	<b>1925</b>	<b>1487</b>	<b>3505</b>	<b>6917</b>	<b>145</b>	<b>32</b>	<b>860</b>	<b>731800.00</b>
(Blank)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0-16	3%	2%	7%	0%	9%	7%	0%	0%	3%	17%
17-25	6%	4%	6%	3%	12%	8%	0%	13%	8%	13%
26-50	34%	30%	37%	21%	30%	30%	1%	6%	27%	31%
51-70	34%	37%	36%	43%	24%	31%	24%	56%	28%	24%
70+	24%	27%	14%	33%	25%	24%	74%	25%	34%	13%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

(Table 14)

**Formal Complaints:** In FY 10/11, 127 patients formally complained about General Surgery in EKHUFT, one of the registered complaints referred to an issue relating to equality and diversity. Tables 15, 16 17 show protected characteristic data available for complaints about General Surgery. Levels of complaint are compatible with proportions of patients

	Complaints	%	Pop.
Blank	9	7.09%	
Bangladeshi	0	0.00%	0.23%
Mixed white and Asian	0	0.00%	0.41%
Not stated	12	9.45%	0.00%
Other Black	1	0.79%	0.10%
Other ethnic category	0	0.00%	0.51%
Other mixed	0	0.00%	0.33%
White - British	100	78.74%	90.81%
White - Irish	1	0.79%	0.84%
White - other white	4	3.15%	2.79%
	127	100.00%	

Tables 15

	Complaints	%	Pop.
Male	51	40.16%	48.41%
Female	67	52.76%	51.59%
Blank	9	7.09%	
	127	100.00%	100.00%

	Complaints	%	Pop.
Blank	30	23.62%	
0-16	1	0.79%	17.49%
17-25	9	7.09%	13.32%
26-50	34	26.77%	31.24%
51-70	32	25.20%	24.47%
70+	21	16.54%	13.47%
	127	100.00%	100.00%

Table 17

4.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** Table 18 shows LOS, DNA and Theatre cancellations for General surgery. There is currently insufficient data to break down the data into protected characteristics.

Current 2010/11 YTD (as stated) Position:	General Surgery
LOS (Average) - EL - October Position	2.95
LOS (Average) - NEL - October Position	8.64
DNA % (Average) - New OP (Mths 1-6)	7%
DNA % (Average) - Follow Up OP (Mths 1-6)	9%
Total Theatre Cancellations (April - October 2010)	332

(Table 18)

4.5 **Conclusions for General Surgery :** The figures above in Tables 12 to 18 show that access to and outcomes from General Surgery services for East Kent patients is in general proportional to the population, even given the fact that BME communities may be more likely to attend hospital rather than go to their GP.

## 5 Vascular Service

5.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 3218 patients were seen in EKHUFT Vascular. Table 19 shows an Outpatient referrals, attendances and in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or Suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Not Coded	108	131			2	2				9700
Black or Black British	2	4		1	1	2				
Ethnic Category Unknown	256	381	9	6	4	19			0	
Mixed	7	4				0			9100	
Other Ethnic Groups	6	9				0			7300	
White	1232	2263	48	204	139	391	4		686300	
Asian or Asian British	5	10	1	1		2			14100	
<b>Grand Total</b>	<b>1616</b>	<b>2802</b>	<b>58</b>	<b>212</b>	<b>146</b>	<b>416</b>	<b>0</b>	<b>4</b>	<b>0</b>	
Not Coded	6.68%	4.68%	0.00%	0.00%	1.37%	0.48%		0.00%		0.00%
Black or Black British	0.12%	0.14%	0.00%	0.47%	0.68%	0.48%		0.00%		1.34%
Ethnic Category Unknown	15.84%	13.60%	15.52%	2.83%	2.74%	4.57%		0.00%		0.00%
Mixed	0.43%	0.14%	0.00%	0.00%	0.00%	0.00%		0.00%		1.25%
Other Ethnic Groups	0.37%	0.32%	0.00%	0.00%	0.00%	0.00%		0.00%		1.00%
White	76.24%	80.76%	82.76%	96.23%	95.21%	93.99%		100.00%		94.47%
Asian or Asian British	0.31%	0.36%	1.72%	0.47%	0.00%	0.48%		0.00%		1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>

(Table 19)

5.2 **Gender of Service Users** Table 20 shows how these Outpatient referrals, attendances and in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	958	1763	31	133	93	257		2		351800
Female	658	1039	27	79	53	159		2		374900
(Uncoded)						0				0
<b>Grand Total</b>	<b>1616</b>	<b>2802</b>	<b>58</b>	<b>212</b>	<b>146</b>	<b>416</b>	<b>0</b>	<b>4</b>	<b>0</b>	726700
Male	59.28%	62.92%	53.45%	62.74%	63.70%	61.78%		50.00%		48.41%
Female	40.72%	37.08%	46.55%	37.26%	36.30%	38.22%		50.00%		51.59%
(Uncoded)										
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>

(Table 20)

5.3 **Age of Service Users** Table 21 shows how these Outpatient referrals, attendances and in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
(Blank)						0				
0-16	34	27				0				128000.00
17-25	23	40	1			1				97500.00
26-50	235	347	14	23	13	50				228600.00
51-70	622	1093	23	84	54	161		3		179100.00
70+	702	1295	20	105	79	204		1		98600.00
<b>Grand Total</b>	<b>1616</b>	<b>2802</b>	<b>58</b>	<b>212</b>	<b>146</b>	<b>416</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>731800.00</b>
(Blank)										
0-16	2.10%	0.96%	0.00%	0.00%	0.00%	0.00%		0.00%		17.49%
17-25	1.42%	1.43%	1.72%	0.00%	0.00%	0.24%		0.00%		13.32%
26-50	14.54%	12.38%	24.14%	10.85%	8.90%	12.02%		0.00%		31.24%
51-70	38.49%	39.01%	39.66%	39.62%	36.99%	38.70%		75.00%		24.47%
70+	43.44%	46.22%	34.48%	49.53%	54.11%	49.04%		25.00%		13.47%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>

(Table 21)

5.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** Table 22 shows LOS, DNA and Theatre cancellations for the vascular service. There is currently insufficient data to break down the data into protected characteristics.

Current 2010/11 YTD (as stated) Position:	Vascular
LOS (Average) - EL - October Position	N/A
LOS (Average) - NEL - October Position	N/A
DNA % (Average) - New OP (Mths 1-6)	6.30%
DNA % (Average) - Follow Up OP (Mths 1-6)	5.60%
Total Theatre Cancellations (April - October 2010)	82

(Table 22)

5.5 **Formal Complaints:** In FY 10/11, 7 patients formally complained about the vascular service in EKHUFT, none of the registered complaints referred to an issue relating to equality and diversity. There is no protected characteristic data available for complaints about the vascular service.

5.6 **Conclusions for Vascular Service:** The figures above in Tables 19 to 22 show that access to and outcomes from the vascular service for East Kent patients are in general proportional to the population.

## 6 Diabetes

6.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Diabetes service. Table 23 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or Suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	EKHUFT Population
	DC	EL	NEL				
Not Coded	19	4	15	38			9700
Black or Black British	5		6	11			
Ethnic Category Unknown	209	97	312	618	15	2	
Mixed	2	2	12	16			
Other Ethnic Groups	9	2	34	45	2		
White	1990	1010	4059	7059	230	22	
Asian or Asian British	27	15	35	77	2		
<b>Grand Total</b>	<b>2261</b>	<b>1130</b>	<b>4473</b>	<b>7864</b>	<b>249</b>	<b>24</b>	
Not Coded	0.84%	0.35%	0.34%	0.48%	0.00%	0.00%	0.00%
Black or Black British	0.22%	0.00%	0.13%	0.14%	0.00%	0.00%	1.34%
Ethnic Category Unknown	9.24%	8.58%	6.98%	7.86%	6.02%	8.33%	0.00%
Mixed	0.09%	0.18%	0.27%	0.20%	0.00%	0.00%	1.25%
Other Ethnic Groups	0.40%	0.18%	0.76%	0.57%	0.80%	0.00%	1.00%
White	88.01%	89.38%	90.74%	89.76%	92.37%	91.67%	94.47%
Asian or Asian British	1.19%	1.33%	0.78%	0.98%	0.80%	0.00%	1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 23)



6.2 **Gender of Service Users** Table 24 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL).

	IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	EKHUFT Population
	DC	EL	NEL				
Male	1240	661	2314	4215	133	15	351800
Female	1021	469	2159	3649	116	9	374900
(Uncoded)				0			0
<b>Grand Total</b>	<b>2261</b>	<b>1130</b>	<b>4473</b>	<b>7864</b>	<b>249</b>	<b>24</b>	<b>726700</b>
Male	54.84%	58.50%	51.73%	53.60%	53.41%	62.50%	48.41%
Female	45.16%	41.50%	48.27%	46.40%	46.59%	37.50%	51.59%
(Uncoded)							
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 24)

6.3 **Age of Service Users** Table 25 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	EKHUFT Population
	DC	EL	NEL				
(Blank)				0			
0-16	2	8	67	77			128000.00
17-25	6	6	80	92		1	97500.00
26-50	183	89	572	844	1	13	228600.00
51-70	977	517	1275	2769	42	10	179100.00
70+	1093	510	2479	4082	206		98600.00
<b>Grand Total</b>	<b>2261</b>	<b>1130</b>	<b>4473</b>	<b>7864</b>	<b>249</b>	<b>24</b>	<b>731800.00</b>
(Blank)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0-16	0.09%	0.71%	1.50%	0.98%	0.00%	0.00%	17.49%
17-25	0.27%	0.53%	1.79%	1.17%	0.00%	4.17%	13.32%
26-50	8.09%	7.88%	12.79%	10.73%	0.40%	54.17%	31.24%
51-70	43.21%	45.75%	28.50%	35.21%	16.87%	41.67%	24.47%
70+	48.34%	45.13%	55.42%	51.91%	82.73%	0.00%	13.47%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 25)

- 6.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** No LOS or DNA data is not relevant for the Diabetes Service
- 6.5 **Formal Complaints:** In FY 10/11, 4 patients formally complained about the Diabetes service in EKHUFT, none of the registered complaints referred to an issue relating to equality and diversity. There is no protected characteristic data available for complaints about the Diabetes service.
- 6.6 **Conclusions for Diabetes Service:** The figures above in Tables 23 to 25 show that access to the Diabetes service for East Kent patients is in general proportional to the population. However, it would appear that men are overrepresented in accessing the service and more prone to experience a misadventure; also given the nature of the condition the over representation of black and Asian patients that would be expected is not evident in these figures.

## 7 Head & Neck

7.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Head & Neck Department. Table 26 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population	
	Referrals	Attendances	DC	EL	NEL						
Not Coded	2631	2879	104	8	2	114				9700	
Black or Black British	104	224	13	6	1	20					
Ethnic Category Unknown	6304	8655	885	99	54	1038		2	5		0
Mixed	211	482	33	10	3	46			2		9100
Other Ethnic Groups	339	549	57	17	7	81			2		7300
White	32558	75016	7248	1071	563	8882	6	13	208		686300
Asian or Asian British	302	728	44	13	6	63					14100
<b>Grand Total</b>	<b>42449</b>	<b>88533</b>	<b>8384</b>	<b>1224</b>	<b>636</b>	<b>10244</b>	<b>6</b>	<b>15</b>	<b>217</b>	<b>726500</b>	
	Referrals	Attendances	DC	EL	NEL						
Not Coded	6.20%	3.25%	1.24%	0.65%	0.31%	1.11%	0.00%	0.00%	0.00%	0.00%	
Black or Black British	0.24%	0.25%	0.16%	0.49%	0.16%	0.20%	0.00%	0.00%	0.00%	1.34%	
Ethnic Category Unknown	14.85%	9.78%	10.56%	8.09%	8.49%	10.13%	0.00%	13.33%	2.30%	0.00%	
Mixed	0.50%	0.54%	0.39%	0.82%	0.47%	0.45%	0.00%	0.00%	0.92%	1.25%	
Other Ethnic Groups	0.80%	0.62%	0.68%	1.39%	1.10%	0.79%	0.00%	0.00%	0.92%	1.00%	
White	76.70%	84.73%	86.45%	87.50%	88.52%	86.70%	100.00%	86.67%	95.85%	94.47%	
Asian or Asian British	0.71%	0.82%	0.52%	1.06%	0.94%	0.61%	0.00%	0.00%	0.00%	1.94%	
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	

(Table 26)

7.2 **Gender of Service Users** Table 27 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	19031	40602	3783	607	330	4720	2	6	94	351800
Female	23416	47930	4599	617	306	5522	4	9	123	374900
(Uncoded)	2	1	2			2				0
<b>Grand Total</b>	<b>42449</b>	<b>88533</b>	<b>8384</b>	<b>1224</b>	<b>636</b>	<b>10244</b>	<b>6</b>	<b>15</b>	<b>217</b>	<b>726700</b>
Male	44.83%	45.86%	45.12%	49.59%	51.89%	46.08%	33.33%	40.00%	43.32%	48.41%
Female	55.16%	54.14%	54.85%	50.41%	48.11%	53.90%	66.67%	60.00%	56.68%	51.59%
(Uncoded)	0.00%	0.00%	0.02%	0.00%	0.00%	0.02%				
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 27)

7.3 **Age of Service Users** Table 28 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
(Blank)	6					0				
0-16	5973	18657	1257	310	84	1651		1	14	128000.00
17-25	2524	4829	357	131	123	611			26	97500.00
26-50	8072	13668	947	274	151	1372		2	34	228600.00
51-70	11643	23239	1697	283	150	2130	3	2	49	179100.00
70+	14231	28140	4126	226	128	4480	3	10	94	98600.00
<b>Grand Total</b>	<b>42449</b>	<b>88533</b>	<b>8384</b>	<b>1224</b>	<b>636</b>	<b>10244</b>	<b>6</b>	<b>15</b>	<b>217</b>	<b>731800.00</b>
	Referrals	Attendances	DC	EL	NEL					
(Blank)	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0-16	14.07%	21.07%	14.99%	25.33%	13.21%	16.12%	0.00%	6.67%	6.45%	17.49%
17-25	5.95%	5.45%	4.26%	10.70%	19.34%	5.96%	0.00%	0.00%	11.98%	13.32%
26-50	19.02%	15.44%	11.30%	22.39%	23.74%	13.39%	0.00%	13.33%	15.67%	31.24%
51-70	27.43%	26.25%	20.24%	23.12%	23.58%	20.79%	50.00%	13.33%	22.58%	24.47%
70+	33.52%	31.78%	49.21%	18.46%	20.13%	43.73%	50.00%	66.67%	43.32%	13.47%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 28)

7.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** Table 29 shows LOS, DNA and Theatre cancellations for the Head & Neck Department. There is currently insufficient data to break down the data into protected characteristics

Current 2010/11 YTD (as stated) Position:	Head & Neck
LOS (Average) - EL - October Position	1.21
LOS (Average) - NEL - October Position	1.40
DNA % (Average) - New OP (Mths 1-6)	10.20%
DNA % (Average) - Follow Up OP (Mths 1-6)	10.30%
Total Theatre Cancellations (April - October 2010)	727

(Table 29)

7.5 **Formal Complaints:** In FY 10/11, 39 patients formally complained about the Head & Neck Department in EKHUFT, none of the registered complaints referred to an issue relating to equality and diversity. Tables 30, 31 and 32 show protected characteristic data available for complaints about the Head & Neck Department. Levels of complaint are compatible with proportions of patients

	Complaints	%	Pop.
Blank	6	15.38%	0.00%
0-16	0	0.00%	17.49%
17-25	3	7.69%	13.32%
26-50	7	17.95%	31.24%
51-70	16	41.03%	24.47%
70+	7	17.95%	13.47%
	39	100.00%	100.00%

(Table 30)

	Complaints	%	Pop.
Male	14	35.90%	48.41062%
Female	22	56.41%	51.58938%
Blank	3	7.69%	
	39	100.00%	100.00%

(Table 31)

Ethnicity	Blank	Bangladeshi	Mixed white and Asian	Mixed white and black African	Not stated	Other Black	Other ethnic category	Other mixed	White - British	White - Irish	White - other white	Total
<b>Number</b>	3	0	0	0	7	0	0	0	29	0	0	39
<b>%</b>	7.69%	0.00%	0.00%	0.00%	17.95%	0.00%	0.00%	0.00%	74.36%	0.00%	0.00%	100.00%
<b>Pop. %</b>		0.28%	0.41%	0.17%	0.00%	0.10%	0.51%	0.33%	90.81%	0.84%	2.79%	

(Table 32)

7.6 **Conclusions for Head & Neck Department:** The figures above in Tables 26 to 32 show that access to and outcomes from the Head & Neck Department for East Kent patients are in general proportional to the population.

## 8 Vitreous-retinal

8.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Vitreous-retinal Service. Table 33 shows outpatient attendances by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Not Coded	Black or Black British	Ethnic Category Unknown	Mixed	Other Ethnic Groups	White	Asian or Asian British	Grand Total
<b>Outpatient Attendances</b>	54	5	150	1	9	1157	11	<b>1387</b>
	3.89%	0.36%	10.81%	0.07%	0.65%	83.42%	0.79%	<b>100.00%</b>
<b>Population</b>	0.00%	1.34%	0.00%	1.25%	1.00%	94.47%	1.94%	<b>100.00%</b>

(Table 33)

8.2 **Gender of Service Users** Table 34 shows outpatient attendances by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Male	Female	Grand Total
<b>Outpatient Attendances</b>	653 47.08%	734 52.92%	<b>1387</b> <b>100.00%</b>
<b>Population</b>	48.41%	51.59%	<b>100.00%</b>

(Table 34)

8.3 **Age of Service Users** Table 35 shows outpatient attendances by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL).

	(Blank)	0-16	17-25	26-50	51-70	70+	Grand Total
<b>Outpatient Attendances</b>		7	24	185	495	676	<b>1387</b>
	0.00%	0.50%	1.73%	13.34%	35.69%	48.74%	<b>100.00%</b>
<b>Population</b>	0.00%	17.49%	13.32%	31.24%	24.47%	13.47%	<b>100.00%</b>

(Table 35)



- 8.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** This information is not available for the Vitreous-retinal Department
- 8.5 **Formal Complaints:** In FY 10/11, no complaints were recorded for the Vitreous-retinal Service
- 8.6 **Conclusions for Vitreous-retinal Service:** The figures above in Tables 33 to 35 show that access to the Vitreous-retinal Department for East Kent patients is in general proportional to the population. However, it would appear that older people feature higher in accessing the service.

## 9 Trauma and Orthopaedics (T&O)

9.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT T&O. Table 36 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Not Coded	741	809	34	6	7	47				9700
Black or Black British	34	88	6	4	4	14				
Ethnic Category Unknown	3293	4963	383	353	187	923	10	3	11	0
Mixed	105	194	7	7	13	27				9100
Other Ethnic Groups	163	304	26	14	28	68				7300
White	18252	40347	2560	2579	2268	7407	81	10	446	686300
Asian or Asian British	84	185	11	8	8	27			1	14100
<b>Grand Total</b>	<b>22672</b>	<b>46890</b>	<b>3027</b>	<b>2971</b>	<b>2515</b>	<b>8513</b>	<b>91</b>	<b>13</b>	<b>458</b>	726500
Not Coded	3.27%	1.73%	1.12%	0.20%	0.28%	0.55%	0.00%	0.00%	0.00%	0.00%
Black or Black British	0.15%	0.19%	0.20%	0.13%	0.16%	0.16%	0.00%	0.00%	0.00%	1.34%
Ethnic Category Unknown	14.52%	10.58%	12.65%	11.88%	7.44%	10.84%	10.99%	23.08%	2.40%	0.00%
Mixed	0.46%	0.41%	0.23%	0.24%	0.52%	0.32%	0.00%	0.00%	0.00%	1.25%
Other Ethnic Groups	0.72%	0.65%	0.86%	0.47%	1.11%	0.80%	0.00%	0.00%	0.00%	1.00%
White	80.50%	86.05%	84.57%	86.81%	90.18%	87.01%	89.01%	76.92%	97.38%	94.47%
Asian or Asian British	0.37%	0.39%	0.36%	0.27%	0.32%	0.32%	0.00%	0.00%	0.22%	1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 36)

9.2 **Gender of Service Users** Table 37 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	11256	22130	1410	1310	1224	3944	41	5	207	351800
Female	11414	24758	1617	1661	1290	4568	50	8	251	374900
(Uncoded)	2	2			1	1				0
<b>Grand Total</b>	<b>22672</b>	<b>46890</b>	<b>3027</b>	<b>2971</b>	<b>2515</b>	<b>8513</b>	<b>91</b>	<b>13</b>	<b>458</b>	<b>726700</b>
Male	49.65%	47.20%	46.58%	44.09%	48.67%	46.33%	45.05%	38.46%	45.20%	48.41%
Female	50.34%	52.80%	53.42%	55.91%	51.29%	53.66%	54.95%	61.54%	54.80%	51.59%
(Uncoded)										
<b>Grand Total</b>	<b>99.99%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>99.96%</b>	<b>99.99%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 37)

9.3 **Age of Service Users** Table 38 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
(Blank)										
0-16	3674	6294	73	108	367	548		1	11	128000.00
17-25	2103	3273	184	116	186	486		1	16	97500.00
26-50	5759	11863	1036	545	510	2091	2		72	228600.00
51-70	6684	15558	1249	1236	533	3018	5	4	125	179100.00
70+	4452	9902	485	966	919	2370	84	7	234	98600.00
<b>Grand Total</b>	<b>22672</b>	<b>46890</b>	<b>3027</b>	<b>2971</b>	<b>2515</b>	<b>8513</b>	<b>91</b>	<b>13</b>	<b>458</b>	<b>731800.00</b>
(Blank)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
0-16	16.21%	13.42%	2.41%	3.64%	14.59%	6.44%	0.00%	7.69%	2.40%	17.49%
17-25	9.28%	6.98%	6.08%	3.90%	7.40%	5.71%	0.00%	7.69%	3.49%	13.32%
26-50	25.40%	25.30%	34.23%	18.34%	20.28%	24.56%	2.20%	0.00%	15.72%	31.24%
51-70	29.48%	33.18%	41.26%	41.60%	21.19%	35.45%	5.49%	30.77%	27.29%	24.47%
70+	19.64%	21.12%	16.02%	32.51%	36.54%	27.84%	92.31%	53.85%	51.09%	13.47%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 38)

9.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** Table 39 shows LOS, DNA and Theatre cancellations for T & O. There is currently insufficient data to break down the data into protected characteristics

Current 2010/11 YTD (as stated) Position:	T&O
LOS (Average) - EL - October Position	2.18
LOS (Average) - NEL - October Position	6.41
DNA % (Average) - New OP (Mths 1-6)	4.60%
DNA % (Average) - Follow Up OP (Mths 1-6)	7.50%
Total Theatre Cancellations (April - October 2010)	386

(Table 39)

9.5 **Formal Complaints:** In FY 10/11, 105 patients formally complained about T&O in EKHUFT, 3 of the registered complaints referred to an issue relating to equality and diversity. Tables 40, 41 & 42 show protected characteristic data available for complaints about the T&O. Levels of complaint are compatible with proportions of patients

	Blank	Asian or Asian British: Bangladeshi	Mixed: White and Asian	Mixed: White and Black African	Not Stated	Black or Black British: Other Black	Chinese or Other Ethnic Group: Other	Mixed: Other Mixed	White: British	White: Irish	White: Other White	Total
<b>Complaints</b>	8	0	0	1	10	0	0	0	83	1	2	105
<b>%</b>	7.62%	0.00%	0.00%	0.95%	9.52%	0.00%	0.00%	0.00%	79.05%	0.95%	1.90%	100.00%
<b>Population</b>		0.23%	0.41%	0.17%	0.00%	0.10%	0.51%	0.33%	90.81%	0.84%	2.79%	

(Table 40)

	Complaints	%	Population
Blank	18	17.14%	
0-16	4	3.81%	17.49%
17-25	2	1.90%	13.32%
26-50	29	27.62%	31.24%
51-70	29	27.62%	24.47%
70+	23	21.90%	13.47%
	105	100.00%	100.00%

(Table 41)

	Complaints	%	Population
Male	44	41.90%	48.41%
Female	56	53.33%	51.59%
Blank	5	4.76%	
	105	100.00%	100.00%

(Table 42)

9.6 **Conclusions for Trauma And Orthopaedics:** The figures above in Tables 36 to 42 show that access to and outcomes from T&O for East Kent patients is in general proportional to the population.

## 10 Anaesthesia

10.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Anaesthesia. Table 43 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Not Coded	49	58	6			6				9700
Black or Black British	7	3	6			6				
Ethnic Category Unknown	234	326	172	5		177			0	
Mixed	7	7	3			3			9100	
Other Ethnic Groups	11	22	7			7			7300	
White	1708	3277	1690	34	5	1729		53	686300	
Asian or Asian British	5	9	5		1	6			14100	
<b>Grand Total</b>	<b>2021</b>	<b>3702</b>	<b>1889</b>	<b>39</b>	<b>6</b>	<b>1934</b>	<b>0</b>	<b>0</b>	<b>53</b>	
Not Coded	2.42%	1.57%	0.32%	0.00%	0.00%	0.31%				0.00%
Black or Black British	0.35%	0.08%	0.32%	0.00%	0.00%	0.31%				1.34%
Ethnic Category Unknown	11.58%	8.81%	9.11%	12.82%	0.00%	9.15%				0.00%
Mixed	0.35%	0.19%	0.16%	0.00%	0.00%	0.16%				1.25%
Other Ethnic Groups	0.54%	0.59%	0.37%	0.00%	0.00%	0.36%				1.00%
White	84.51%	88.52%	89.47%	87.18%	83.33%	89.40%		100.00%		94.47%
Asian or Asian British	0.25%	0.24%	0.26%	0.00%	16.67%	0.31%				1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 43)

10.2 **Gender of Service Users** Table 44 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). Women appear to be over represented in these figures.

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	730	1308	743	18	1	762			22	351800
Female	1291	2394	1146	21	5	1172			31	374900
<b>Grand Total</b>	<b>2021</b>	<b>3702</b>	<b>1889</b>	<b>39</b>	<b>6</b>	<b>1934</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>726700</b>
Male	36.12%	35.33%	39.33%	46.15%	16.67%	39.40%			41.51%	48.41%
Female	63.88%	64.67%	60.67%	53.85%	83.33%	60.60%			58.49%	51.59%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 44)

10.3 **Age of Service Users** Table 45 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
(Blank)	1					0				
0-16	14	13	2			2				128000.00
17-25	60	74	30			30			2	97500.00
26-50	735	1321	583	11	2	596			8	228600.00
51-70	786	1566	879	10	1	890			23	179100.00
70+	425	728	395	18	3	416			20	98600.00
<b>Grand Total</b>	<b>2021</b>	<b>3702</b>	<b>1889</b>	<b>39</b>	<b>6</b>	<b>1934</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>731800.00</b>
(Blank)	0.24%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	0.00%
0-16	0.69%	0.35%	0.11%	0.00%	0.00%	0.10%			0.00%	17.49%
17-25	2.97%	2.00%	1.59%	0.00%	0.00%	1.55%			3.77%	13.32%
26-50	36.37%	35.68%	30.86%	28.21%	33.33%	30.82%			15.09%	31.24%
51-70	38.89%	42.30%	46.53%	25.64%	16.67%	46.02%			43.40%	24.47%
70+	21.03%	19.67%	20.91%	46.15%	50.00%	21.51%			37.74%	13.47%
<b>Grand Total</b>	<b>99.95%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 45)

10.4 Length of stay (LOS), DNA for operations, and Theatre cancellations: Table 46 shows LOS, DNA and Theatre cancellations for Anaesthesia. There is currently insufficient data to break down the data into protected characteristics

Current 2010/11 YTD (as stated) Position:	Anaesthesia
LOS (Average) - EL - October Position	1.33
LOS (Average) - NEL - October Position	N/A
DNA % (Average) - New OP (Mths 1-6)	8.10%
DNA % (Average) - Follow Up OP (Mths 1-6)	11%
Total Theatre Cancellations (April - October 2010)	165

(Table 46)



**10.5 Formal Complaints:** In FY 10/11, 23 patients formally complained about Anaesthesia in EKHUFT, none of the registered complaints referred to an issue relating to equality and diversity. Tables 47, 48 & 49 show protected characteristic data available for complaints about the Anaesthesia. Levels of complaint are compatible with proportions of patients.

	Complaints	%	Population
Blank	5	8.77%	
0-16	1	1.75%	17.49%
17-25	0	0.00%	13.32%
26-50	7	12.28%	31.24%
51-70	8	14.04%	24.47%
70+	2	3.51%	13.47%
	23	40.35%	100.00%

(Table 49)

	Complaints	%	Population
Male	7	12.28%	48.41%
Female	15	26.32%	51.59%
Blank	1	1.75%	
	23	40.35%	100.00%

(Table 48)

	Complaints	%	Pop.
Blank	2	3.51%	
Bangladeshi	0	0.00%	0.23%
Mixed white and Asian	0	0.00%	0.41%
Not stated	1	1.75%	0.00%
Other Black	0	0.00%	0.10%
Other ethnic category	0	0.00%	0.51%
Other mixed	0	0.00%	0.33%
White - British	19	33.33%	90.81%
White - Irish	0	0.00%	0.84%
White - other white	1	1.75%	2.79%
	23	40.35%	

(Table 47)

**10.6 Conclusions for Anaesthesia:** The figures above in Tables 43 to 49 show that access to the Anaesthesia for East Kent patients is in general proportional to the population.

## 11 Child Health (not Child Development or CAMHS)

11.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by EKHUFT Child Health. Table 50 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a Misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Not Coded	253	393			18	18				
Black or Black British	17	51		3	24	27			27	9700
Ethnic Category Unknown	503	1263	13	21	135	169			4	0
Mixed	88	208	1	1	61	63			11	9100
Other Ethnic Groups	60	167		1	39	40			3	7300
White	4031	10841	60	183	2323	2566	3		296	686300
Asian or Asian British	74	184	1	1	29	31			2	14100
<b>Grand Total</b>	<b>5026</b>	<b>13107</b>	<b>75</b>	<b>210</b>	<b>2629</b>	<b>2914</b>	<b>3</b>	<b>0</b>	<b>343</b>	726500
Not Coded	5.03%	3.00%	0.00%	0.00%	0.68%	0.62%	0.00%		0.00%	0.00%
Black or Black British	0.34%	0.39%	0.00%	1.43%	0.91%	0.93%	0.00%		7.87%	1.34%
Ethnic Category Unknown	10.01%	9.64%	17.33%	10.00%	5.14%	5.80%	0.00%		1.17%	0.00%
Mixed	1.75%	1.59%	1.33%	0.48%	2.32%	2.16%	0.00%		3.21%	1.25%
Other Ethnic Groups	1.19%	1.27%	0.00%	0.48%	1.48%	1.37%	0.00%		0.87%	1.00%
White	80.20%	82.71%	80.00%	87.14%	88.36%	88.06%	100.00%		86.30%	94.47%
Asian or Asian British	1.47%	1.40%	1.33%	0.48%	1.10%	1.06%	0.00%		0.58%	1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 50)

**11.2 Gender of Service Users** Table 51 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL).

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
Male	2743	7106	41	114	1395	1550	2		187	351800
Female	2283	6001	34	96	1234	1364	1		156	374900
(Uncoded)						0				0
<b>Grand Total</b>	<b>5026</b>	<b>13107</b>	<b>75</b>	<b>210</b>	<b>2629</b>	<b>2914</b>	<b>3</b>	<b>0</b>	<b>343</b>	726700
Male	54.58%	54.22%	54.67%	54.29%	53.06%	53.19%	66.67%		54.52%	48.41%
Female	45.42%	45.78%	45.33%	45.71%	46.94%	46.81%	33.33%		45.48%	51.59%
(Uncoded)										
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 51)

**11.3 Age of Service Users** Table 52 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL).

	Outpatients		IP/DC Admissions			IP/DC Total	Deaths	Misadventures (FCEs)	Readmissions	EKHUFT Population
	Referrals	Attendances	DC	EL	NEL					
0-16	5003	12935	75	205	2602	2882	3		342	128000.00
17-25	23	172		5	27	32			1	97500.00
<b>Grand Total</b>	<b>5026</b>	<b>13107</b>	<b>75</b>	<b>210</b>	<b>2629</b>	<b>2914</b>	<b>3</b>	<b>0</b>	<b>343</b>	225500.00
0-16	99.54%	98.69%	100.00%	97.62%	98.97%	98.90%	100.00%		99.71%	56.76%
17-25	0.46%	1.31%	0.00%	2.38%	1.03%	1.10%	0.00%		0.29%	43.24%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>0.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 52)

11.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** Table 53 shows LOS, DNA and Theatre cancellations for the Child Health. There is currently insufficient data to break down the data into protected characteristics

Current 2010/11 YTD (as stated) Position:	Child Health
LOS (Average) - EL - October Position	1.55
LOS (Average) - NEL - October Position	3.01
DNA % (Average) - New OP (Mths 1-6)	10.70%
DNA % (Average) - Follow Up OP (Mths 1-6)	13.80%
Total Theatre Cancellations (April - October 2010)	7

(Table 53)

11.5 **Formal Complaints:** In FY 10/11, 29 patients formally complained about Child Health in EKHUFT, one of the registered complaints referred to an issue relating to disability and another for racism. Tables 54, 55 & 56 show protected characteristic data available for complaints about the Child Health . Levels of complaint are compatible with proportions of patients.

	Complaints	%	Pop.
Blank	14	48.28%	
0-16	13	44.83%	17.49%
17-25	1	3.45%	13.32%
26-50	1	3.45%	31.24%
51-70	0	0.00%	24.47%
70+	0	0.00%	13.47%
	29	100.00%	100.00%

(Table 54)

	Complaints	%	Pop.
Male	11	37.93%	48.41%
Female	14	48.28%	51.59%
Blank	4	13.79%	
	29	100.00%	100.00%

(Table 55)

	Blank	Bangladeshi	Mixed white and Asian	Not stated	Other Black	Other ethnic category	Other mixed	White - British	White - Irish	White - other white	
Complaints	4	0	0	0	0	0	1	24	0	0	29
%	13.79%	0.00%	0.00%	0.00%	0.00%	0.00%	3.45%	82.76%	0.00%	0.00%	100.00%
Pop.		0.23%	0.41%	0.00%	0.10%	0.51%	0.33%	90.81%	0.84%	2.79%	

(Table 56)

11.6 **Conclusions for CHILD HEALTH:** The figures above in Tables 50 to 56 show that access to and outcomes from Child Health for East Kent patients are in general proportional to the population, apart from the under representation of female children and the high re-admission rate for Black or Black British children

## 12 Infertility

12.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Infertility service. Table 57 shows out-patient referrals and attendances breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Outpatients		EKHUFT Population
	Referrals	Attendances	
Not Coded	26	28	
Black or Black British	2	5	9700
Ethnic Category Unknown	38	48	0
Mixed	3	7	9100
Other Ethnic Groups	2	11	7300
White	135	402	686300
Asian or Asian British	5	17	14100
<b>Grand Total</b>	<b>211</b>	<b>518</b>	726500
<hr/>			
Not Coded	12.32%	5.41%	0.00%
Black or Black British	0.95%	0.97%	1.34%
Ethnic Category Unknown	18.01%	9.27%	0.00%
Mixed	1.42%	1.35%	1.25%
Other Ethnic Groups	0.95%	2.12%	1.00%
White	63.98%	77.61%	94.47%
Asian or Asian British	2.37%	3.28%	1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 57)

12.2 **Gender of Service Users** Table 58 shows out-patient referrals and attendances breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. As would be expected Women appear to be over represented in these figures.

	Outpatients		EKHUFT Population
	Referrals	Attendances	
Male	8	6	351800
Female	203	512	374900
(Uncoded)			0
<b>Grand Total</b>	<b>211</b>	<b>518</b>	<b>726700</b>
Male	3.79%	1.16%	48.41%
Female	96.21%	98.84%	51.59%
(Uncoded)			
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 58)

12.3 **Age of Service Users** Table 59 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table also shows Patients who died or suffered a misadventure. In Patient (IP) and Dare Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL)

	Outpatients		EKHUFT Population
	Referrals	Attendances	
(Blank)			
0-16			128000.00
17-25	44	106	97500.00
26-50	164	408	228600.00
51-70	3	4	179100.00
<b>Grand Total</b>	<b>211</b>	<b>518</b>	<b>633200.00</b>
<hr/>			
(Blank)	0.00%	0.00%	0.00%
0-16	0.00%	0.00%	20.21%
17-25	20.85%	20.46%	15.40%
26-50	77.73%	78.76%	36.10%
51-70	1.42%	0.77%	28.28%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

(Table 59)

- 12.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** This information is not available for the Infertility I Department
- 12.5 **Formal Complaints:** Complaints are not recorded separately for this service
- 12.6 **Conclusions for Infertility:** The figures above in Tables 57 to 59 show that access to the Infertility for East Kent patients is in general, proportional to the population.



## 13 Midwifery

13.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by the EKHUFT Midwifery. Table 60 shows in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Outpatients		EKHUFT Population
	Referrals	Attendances	
Not Coded	12		
Black or Black British	3		9700
Ethnic Category Unknown	53		0
Mixed	10		9100
Other Ethnic Groups	39		7300
White	1219	19	686300
Asian or Asian British	43	1	14100
<b>Grand Total</b>	<b>1379</b>	<b>20</b>	726500
<hr/>			
Not Coded	0.87%	0.00%	0.00%
Black or Black British	0.22%	0.00%	1.34%
Ethnic Category Unknown	3.84%	0.00%	0.00%
Mixed	0.73%	0.00%	1.25%
Other Ethnic Groups	2.83%	0.00%	1.00%
White	88.40%	95.00%	94.47%
Asian or Asian British	3.12%	5.00%	1.94%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Table 60)

13.2 **Gender of Service Users** Table 61 shows how these in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Outpatients		EKHUFT Population
	Referrals	Attendances	
Male			351800
Female	1379	20	374900
<b>Grand Total</b>	<b>1379</b>	<b>20</b>	726700
<hr/>			
Male	0.00%	0.00%	48.41%
Female	100.00%	100.00%	51.59%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

Table 61)

13.3 **Age of Service Users** Table 62 shows how these in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Outpatients		EKHUFT Population
	Referrals	Attendances	
(Blank)			
0-16	15	1	128000
17-25	574	10	97500
26-50	790	9	228600
51-70			179100
70+			98600
<b>Grand Total</b>	<b>1379</b>	<b>20</b>	<b>731800</b>
<hr/>			
(Blank)			0.00%
0-16	1.09%	5.00%	17.49%
17-25	41.62%	50.00%	13.32%
26-50	57.29%	45.00%	31.24%
51-70			24.47%
70+			13.47%
<b>Grand Total</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

*(Table 62)*

13.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** This information is not available for the Midwifery Service.

13.5 **Formal Complaints:** In FY 10/11, 53 patients formally complained about Obstetrics in EKHUFT, none of the registered complaints was an issue relating to diversity. Tables 62, 63 & 64 show protected characteristic data available for complaints about the Obstetrics. Levels of complaint are compatible with proportions of patients.

	Complaints	%	Pop.
Blank	8	5.33%	
Bangladeshi	0	0.00%	0.23%
Chinese	0	0.00%	0.50%
Mixed white and Asian	0	0.00%	0.41%
Mixed white and black African	1	0.67%	0.00%
Not stated	4	2.67%	
Other Black	0	0.00%	0.10%
Other ethnic category	0	0.00%	0.51%
Other mixed	0	0.00%	0.33%
White - British	38	25.33%	90.81%
White - Irish	0	0.00%	0.84%
White - other white	2	1.33%	2.79%
<b>Grand Total</b>	<b>53</b>	<b>35.33%</b>	

(Table 64)

	Complaints	%	Pop.
Blank	13	8.67%	
0-16	1	0.67%	17.49%
17-25	12	8.00%	13.32%
26-50	27	18.00%	31.24%
51-70	0	0.00%	24.47%
70+	0	0.00%	13.47%
<b>Grand Total</b>	<b>53</b>	<b>35.33%</b>	<b>100.00%</b>

(Table 63)

	Complaints	%	Pop.
Male	1	0.67%	48.41%
Female	45	30.00%	51.59%
Blank	7	4.67%	
<b>Grand Total</b>	<b>53</b>	<b>35.33%</b>	<b>100.00%</b>

(Table 65)

13.6 **Conclusions for Midwifery:** The figures above in Tables 60 to 65 show that access to the Midwifery/Obstetrics for East Kent patients is in general proportional to the population.

## 14 Foetal Medicine

14.1 **Ethnicity of Service Users:** In FY 10/11 YTD (1st April to 3rd November 2010) 7864 patients were seen by EKHUFT Foetal Medicine. Table 66 shows NEL in-patient admissions breakdown by ethnicity and compares them with the ethnic make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Not Coded	Black or Black British	Ethnic Category Unknown	Mixed	Other Ethnic Groups	White	Asian or Asian British	Grand Total
NEL					1	2		3
IP/DC Total	0	0	0	0	1	2	0	3
NEL	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%	0.00%	100.00%
IP/DC Total	0.00%	0.00%	0.00%	0.00%	33.33%	66.67%	0.00%	100.00%
EKHUFT Population	0.00%	1.34%	0.00%	1.25%	1.00%	94.47%	1.94%	100.00%

(Table 66)

14.2 **Gender of Service Users** Table 67 shows how these NEL in-patient admissions breakdown by gender and compares them with the gender make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	Male	Female	Grand Total
NEL		3	3
IP/DC Total	0	3	3
NEL	0.00%	100.00%	100.00%
IP/DC Total	0.00%	100.00%	100.00%
EKHUFT Population	48.41%	51.59%	100.00%

(Table 67)

14.3 **Age of Service Users** Table 68 shows how these NEL in-patient admissions breakdown by Age and compares them with the age make up of the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates.

	(Blank)	0-16	17-25	26-50	51-70	70+	Grand Total
NEL				3			3
IP/DC Total	0	0	0	3	0	0	3
NEL		0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
IP/DC Total		0.00%	0.00%	100.00%	0.00%	0.00%	100.00%
EKHUFT Population	0.00%	17.49%	13.32%	31.24%	24.47%	13.47%	100.00%

(Table 68)

14.4 **Length of stay (LOS), DNA for operations, and Theatre cancellations:** This information is not available for the Foetal Medicine

14.5 **Formal Complaints:** In FY 10/11, one patient formally complained about Foetal Medicine in EKHUFT, but it was not an issue relating to diversity.

## 15 Recommendations

### 15.1 Data Collection

The Government Equalities Office (GEO) consultation on the Public sector equality Duty includes the following paragraph:

*“We would expect the data public bodies publish to be broad enough to give the public a full picture of equality in the workplace and in public service provision. **If a public body does not have the data which is needed to give the full picture then we would expect them to take reasonable steps to fill that gap.** Generally we would expect public bodies to set out publicly their plans and timescale for filling data gaps, on the basis of best practice rather than minimum compliance.”*

The Department Of Health, Equality Delivery System (EDS) will be launched in the South East Coast Region in April 2011 and implemented in April 2012. During our transition from three yearly equality schemes and annual reviews to 4 year equality strategies and annual Improvement plans (EDS Requirement) we will need to review equality data in service provision and workforce.

Currently PAS and Datix record only a small proportion of protected characteristic data, other systems record even less. Action is required to implement full protected characteristic data recording on all patient and workforce systems. Information team, PAS team DATIX team KMHIS contractors and Outpatients Appointments need to develop a process to ensure data is collected more effectively.

**Action: Director of HR and Corporate Affairs** A letter has been sent to the Patient Access System and Electronic Staff Record software providers to ensure that fields are available on our systems to record the protected characteristics of all our patients and staff. The need to record these characteristics has also been stressed to all those with responsibility for inputting patient and staff data.

15.2 **Disease Profile:** literature suggests that the occurrence of the following diseases is influenced by the protected characteristics of a population. Therefore future planning and monitoring should take this into account:

Disease Profile	EKHUFT Response
Ethnic minority groups have higher rates of diabetes, mental health and other health problems.	EKHUFT works with the local Mental Health Trust to provide an on site Liaison service. EKHUFT offer a comprehensive service in Diabetes and Endocrinology. There are five consultants in this department who provide services at WHH, K&CH, and QEQM. There

	are also consultant led outreach clinics at Bridge, Deal, Dover, Folkestone and Whitstable. A team of junior doctors, dieticians, community podiatrists and diabetic specialist nurses support the consultant staff.
A quarter of all Gypsy and Traveller households in the UK have someone with either a disability and/or ill health.	Anecdotal evidence suggests that K&C is the hospital of choice for Gypsy and Traveller households
Sexual Orientation: lesbian, gay and bisexual people have higher rates of smoking as well alcohol and drugs addiction and are more likely to suffer mental health problems than predominantly heterosexual men and women	EKHUFT works with the local Mental Health Trust to provide an on site Liaison Service. We also provide an on site smoking cessation service.
One in five lesbian and bisexual women has deliberately harmed themselves in the last year, compared to 0.4 per cent of the general population. Half of women under the age of 20 have self-harmed compared to one in fifteen of teenagers generally.	EKHUFT works with the local Mental Health Trust to provide an on site Liaison Service and recently introduced a 24/7 CAMH Service
34% of people with gender identity issues report having attempted suicide or self harm one or more times when they have not been able to access support and treatment in a timely way	EKHUFT works with the local Mental Health Trust to provide an on site Liaison Service and recently introduced a 24/7 CAMH Service
Religion and belief impacts on a variety of health matters such as blood transfusion, contraception, diet and medications.	EKHUFT provide a multi faith chaplaincy service and are able to respond to a wide range of dietary requirements. Blood transfusion policies are also in place that recognise the religious needs of patients
People with learning disabilities are 58 times more likely to die before the age of 50 than the general population. A third of people with learning disabilities also have physical disabilities so have a higher risk of osteoporosis, hip displacement, chest infections, higher risk associated heart disease obesity, mental health and early on set dementia. A third of people with learning disabilities have epilepsy ( some complex and sudden unexpected death from	We have in place a practice development Nurse for people with learning disabilities who has led on numerous initiatives to deal with these issues
Infant mortality in England and Wales for children born to mothers from Pakistan is double the average. BME women are more likely to die in pregnancy than non-BME women.	We offer several choices for women of where to give birth including the Home, stand-alone midwifery units, acute based midwifery led units and Acute labour suites. The QEQM has a Special Baby Care Unit and the WHH



	has a Special Baby Care Unit and a Neonatal Intensive Care Unit
Young Asian women are more than twice as likely to commit suicide as young white women.	EKHUFT works with the local Mental Health Trust to provide an on site Liaison Service and recently introduced a 24/7 CAMH Service
South Asian people are 50 per cent more likely to die prematurely from coronary heart disease than the general population.	We Provide a recently developed award winning Primary Percutaneous Coronary Intervention (PPCI) service, along with angioplasty and angiography at two sites
Asian women aged 65 and over have the highest rate of limiting, long-term illness (64.5 per cent compared to 53 per cent for all women aged 65 and over).	There is a specialist geriatric service in place to support older people on all three acute sites
The prevalence of stroke among African Caribbean and South Asian men is 40 per cent to 70 per cent higher than for the general population	We provide a recently developed award winning 24/7 stroke service.
Men and women of Pakistani and Bangladeshi origin are more than six times as likely as the general population to have diabetes. Rates for Indian men and women are three times higher and are also significantly higher for people who are or African and African Caribbean origin.	EKHUFT offer a comprehensive service in Diabetes and Endocrinology. There are five consultants in this department who provide services at WHH, K&CH and QEQM. There are also consultant led outreach clinics at Bridge, Deal, Dover, Folkestone and Whitstable. A team of junior doctors, dieticians, community podiatrists and diabetic specialist nurses support the consultant staff.
Gypsy and Travellers, on some sites have life expectancies of 50 years and experience some of the worst health outcomes of any minority group. The Gypsy and Traveller community continue to experience in some areas significant barriers to accessing health care and public services.	We work with the local Primary Care Trust to improve health outcomes for Gypsies and Travellers.

Further investigation needs to be undertaken to establish whether the under/over representation of people from certain protected characteristic groups is an issue that requires action to be taken by the trust.

### 15.3 Diabetes

It would appear that men are overrepresented in accessing the service and more prone to experience a misadventure; also given the nature of the condition the over representation of Black and Asian patients that would be expected is not evident in these figures.

**Action: Director of HR and Corporate Affairs.** Clinicians confirm that in the past diabetes

had a slight female preponderance. However the most recent data in European populations shows a male excess in Type 1 diabetes in age groups 15-40. In Type 2 the female preponderance seen earlier has been replaced with a trend to male excess in middle age. Thus the figures in East Kent reflect the new diagnosis and the rising complication rates of chronic conditions, in particular vascular disease and foot complications, which are more common in men. To deal with these issues and the apparent under representation of Black and Asian patients the directorate clinical strategy will focus on patient and GP education.

#### 15.4 Out Patient appointments

- DNA data show several specialities with over representation from certain groups, particularly Black or Black British and Mixed Race people as well as younger patients. It is suggested that specialities take positive action to ensure that these groups of our patients attend outpatient appointments.

**Action: Director of HR and Corporate Affairs** The piloting and development of full and partial booking, whereby patients are contacted by telephone to arrange an OPD appointment date (as well as check the accuracy of the minimum data set) will help improve this situation

## 16 Services to be studied in Future Assessments:

The following services should be monitored in Nov 11.

- Acute General Medicine;
- Nuclear Medicine;
- Radiology;
- HCOOP;
- Sickle Cell;
- Speciality Medicine (not cardiology or Stroke);
- General Surgery;
- Ear, Nose and Throat (ENT),
- Neo-Natal High
- Neo-Natal Intensive Care (NICU),
- Ophthalmology,
- Oral Surgery;

**Action: Equality and Human Rights manager**

## 17 Publication:

**17.1** This current report should also be discussed by the Equality Diversity & Human rights Steering group and added to the EKHUFT website under Equality Schemes.

**Action: Equality and Human Rights Manager**

## 18 Access:

A copy of this report will be provided to all the directorates and the patient experience team.

### Action: Equality and Human Rights Manager

Bruce Champion-Smith  
Equality & Human Rights Manager EKHUFT  
16 November 2010

**19 Section 149. Equality Act 2010****Annex A**

## 149 Public sector equality duty

- (1) A public authority must, in the exercise of its functions, have due regard to the need to—
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- (2) A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).
- (3) Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
  - (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
  - (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
  - (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- (4) The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.
- (5) Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to—
  - (a) tackle prejudice, and
  - (b) promote understanding.
- (6) Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.
- (7) The relevant protected characteristics are—
  - age;
  - disability;
  - gender reassignment;
  - pregnancy and maternity;
  - race;
  - religion or belief;
  - sex;
  - sexual orientation.
- (8) A reference to conduct that is prohibited by or under this Act includes a reference to—
  - (a) a breach of an equality clause or rule;

- (b) a breach of a non-discrimination rule.
- (9) Schedule 18 (exceptions) has effect.



## 20 Methodology

## Annex B

### 20.1 Overview

20.1.1 Services, listed below, are identified, for the purposes of this report, by the criteria listed on the Spec Codes, Diagnosis Codes and Procedure Codes tabs.

20.1.2 Services, selected for inclusion within this report, are:

General Surgery  
Vascular  
Diabetes  
Head & Neck  
Vitreous-Retinal  
T&O  
Anaesthesia  
Pharmacy  
Child Health  
Infertility  
Midwifery  
Foetal Medicine  
Renal

### 20.2 Outpatient Referral

20.2.1 All referrals received by the Trust between 1st April and 3rd November 2010.

20.2.2 Referrals by speciality were extracted by the referrals specialty code (please see attached 'spec codes' tab for codes used).

20.2.3 There is no outpatient referrals data for:

20.2.4 Diabetes - As identified by Diagnosis codes in Inpatients

20.2.5 Vitreous Retinal - All referrals grouped under Ophthalmology

20.2.6 Foetal Medicine - As identified by Procedure codes in Inpatients

### 20.3 Outpatient Attendances

20.3.1 All outpatient appointments attended between 1st April and 3rd November 2010.

20.3.2 Attendances were extracted by speciality using the appointment spec

code (please see attached 'spec codes' tab for codes used). Vitreous-Retinal (Ophthalmology) identified by Clinic Code.

- 20.3.3 There is no outpatient referrals data for:
- 20.3.4 Diabetes - As identified by Diagnosis codes in Inpatients
- 20.3.5 Foetal Medicine - As identified by Procedure codes in Inpatients

## 20.4 Inpatient/Daycase Activity

- 20.4.1 All inpatient/daycase admissions between 1st April and 3rd November 2010.
- 20.4.2 Inpatients/daycases by specialty were extracted using admitting report/local spec codes (please see attached 'spec codes' tab for codes used).
- 20.4.3 Inpatients/daycases by diagnoses were extracted where the relevant diagnosis (please see attached 'diagnosis codes' tab for codes used) appeared on admission in any of the first 11 diagnoses positions.
- 20.4.4 Inpatients/daycases by procedure were extracted where the relevant procedure code (please see attached 'procedure codes' tab for codes used) appeared on admission in any of the first 6 procedure positions.
- 20.4.5 Private patients were excluded from all inpatient/daycase activity.

## 20.5 Deaths

- 20.5.1 All patients whose date of death was between 1st April and 3rd November 2010. Patients were selected where discharge method = "4" (Patient Died).
- 20.5.2 Deaths by specialty were extracted using the report/local spec codes (please see attached 'spec codes' tab for codes used).
- 20.5.3 Deaths by diagnoses were extracted where the relevant diagnosis (please see attached 'diagnosis codes' tab for codes used) was coded in any of the first 11 diagnoses positions.
- 20.5.4 Deaths by procedure were extracted where the relevant procedure code (please see attached 'procedure codes' tab for codes used) was coded in any of the first 6 procedure positions.
- 20.5.5 Private patients were excluded from all deaths.

## 20.6 Misadventures

- 20.6.1 All inpatient/daycase activity who have had any Finished Consultant Episode (FCE's) between 1st April and 3rd November 2010 in which a code of misadventure (please see 'misadventure codes' tab for codes used) is recorded in any of the first 11 diagnoses positions.
- 20.6.2 Misadventures by specialty were extracted by report/local spec codes for any Finished Consultant Episode (please see attached 'spec codes' tab for codes used). It excludes cancer and neuro rehabilitation patients.
- 20.6.3 Misadventures by diagnoses were extracted where the relevant diagnosis (please see attached 'diagnosis codes' tab for codes used) was coded in any of the first 11 diagnoses positions for any Finished Consultant Episode.
- 20.6.4 Misadventures by procedure were extracted where the relevant procedure code (please see attached 'procedure codes' tab for codes used) was coded in any of the first 6 procedure positions for any Finished Consultant Episode.
- 20.6.5 Private patients were excluded from all deaths.

## 20.7 Readmissions

- 20.7.1 All inpatient/daycase patients discharged (excluding patients with a discharge method of "4"- patient died) and then readmitted within 28 days as an emergency between 1st April and 3rd November 2010.
- 20.7.2 Readmissions by specialty were extracted using the previous discharge spec codes (please see attached 'spec codes' tab for codes used).
- 20.7.3 Private patients were excluded from all readmissions.

## 20.8 Additional Information

- 20.8.1 1. Diabetes and Foetal Medicine patients are identified with diagnosis and procedure codes. These patients may also appear therefore within the specific specialty sections also.
- 20.8.2 2. LOS (Length of Stay) calculations based on Average LOS shown in New LOS Scorecard-October 2010
- 20.8.3 3. DNA (Did Not Attend) % rates based on average DNA % shown in DNA 2010-11 M6 Report



- 20.8.4 4. Cancelled Operations show a total theatre cancelled operations position YTD to 31st October 2010, as per the Theatre Cancellations Report we 31/10/2010