

Equalities and Human Rights Monitoring Report

for Service Provision in 2011

East Kent Hospitals University NHS Foundation Trust

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1 Abbreviations

The following abbreviations are used in this report.

AA	Attendance Allowance
DC	Day Care
DLA	Disability Living Allowance
DNA	Did Not Attend
EKHUFT	East Kent hospitals University NHS Foundation Trust
EL	Elective
GIRES	Gender Identity Research and Education Society
IP	In Patient
KCC	Kent County Council
LLTI	Limiting Long-Term Illness
LOS	Length of stay
NEL	Non-Elective
ONS	Office of National Statistics
SI's	Serious Incidents
UCLTC	Urgent Care and Long Term Conditions
DATIX	DATIX is patient safety software for healthcare risk management and adverse event reporting.

2 Executive Summary

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

2.1 Conclusion

The data provided in this report indicates that East Kent Hospitals University NHS Foundation Trust is delivering services for patients considering their protected characteristics, and providing them in a way which is sensitive to these protected characteristics. Whilst there is always room for development, indications from this data are that the Trust is performing well.

Some of the suggested areas for development are shown below.

In most cases comparisons have been made between local population data and Patient Administration System (PAS) and DATIX (patient safety software for healthcare risk management and adverse event reporting). The last National Census for which local data is available was held in 2001 and did not record many of the protected characteristic now in use. As a consequence much of the local population data is estimated and difficult to access. Hospital data whilst not necessarily covering all of the protected characteristics is more current. The 2011 Census data is due for publication in July 2012 and will better inform next year's review.

The following data is available on these systems.

PAS: Religion and Belief, Race, Sex, Age and Marriage/Civil Partnership.

DATIX: Religion and Belief, Disability, Race, Sex, and Age.

Complaints: Race, Age and Sex.

The Equality Act has defined nine protected characteristics but from a records perspective there are some inherent problems in recording certain characteristics.

It is difficult to establish a secure way of recording Gender Reassignment data given the legislative protection given to this data and the small number of individuals involved. East Kent Hospitals University NHS Foundation Trust has however very close links with the Kent Transgender Forum and is therefore able to identify trends through engagement.

Pregnancy and Maternity is another characteristic with inherent difficulties for recording purposes. The temporary nature of the condition carries with it some data collection difficulties. There may be technical methods for overcoming this difficulty and these should be explored but in the meantime the trust has excellent engagement opportunities to gather qualitative data about services for women who are pregnant or have recently given birth.

If this approach is taken forward it is then necessary to fill the other blanks in the data.

The following data groups should be added at the earliest opportunity.

PAS: Sexual Orientation, and Disability.

DATIX: Sexual Orientation and Marriage/Civil Partnership.

Complaints: Sexual Orientation, Marriage/Civil Partnership, Religion and Belief and Disability.

Whilst the facility to record protected characteristic data is important so too is the quality of the data recorded. Where possible the trust should report on the completeness of each categories data.

2.2 Areas for Investigation

Outpatients

- Certain racial groups and single people appear to be over represented in the DNA data. For Specialist Services of 226 patients from the “Any Other Black Background” group 36 DNA’d. and of 242 Bangladeshi patients 36 DNA’d. In total of 780 patients from the White and Black African group 88 DNA’d and of 634 patients from the “Any Other Black Background” group 90 DNA’d. This area is worthy of further investigation for its equality and financial benefits.
- Single people DNA to a greater extent than the general hospital population.
- Muslim people appear to be over represented in this DNA data.

Urgent Care and Long Term Conditions

- It may be worth investigating the apparently higher numbers of males experiencing falls.

Surgical Services

- People from the English / Welsh / Scottish / Northern Irish / British category are over represented in the complaints column. The figures are low but may be worthy of further investigation.
- English / Welsh / Scottish / Northern Irish / British people seem overrepresented in all incidents. The data should be examined for validity.
- Significantly more male patients who attend Surgical Services are readmitted, this may be worthy of further investigation.

Specialist services

- A higher proportion from the “English / Welsh / Scottish / Northern Irish / British” group has recorded complaints. This figure is significant and is worthy of investigation.
- Men are disproportionately represented in the death and readmission columns. These factors are also significant and worthy of further investigation.

2.3 Recommendations

Action		Priority Level
PAS.	Record additional categories of Sexual Orientation, and Disability.	High
DATIX.	Record additional categories of Sexual Orientation and Marriage/Civil Partnership.	High
Complaints	Record additional categories of Sexual Orientation, Marriage/Civil Partnership, Religion and Belief and Disability.	High
Investigate those areas identified by this report.		High
Monitor and improve completeness of data.		Medium

Table 1

3 Introduction

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

3.4 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

3.5 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 Equality Act 2010 (Specific Duties) Regulations 2011 require each public authority to publish information to demonstrate its compliance with the duty imposed by section 149(1) of the Act not later than 31st January 2012;

The information must include, in particular, information relating to persons who share a relevant protected characteristic who are its employees and other persons affected by its policies and practices.

In addition each public authority must prepare and publish one or more objectives it thinks it should achieve to meet the General Duties not later than 6th April 2012

In light of the reorganisation of the Trust the decision was taken to review data from all divisions and outpatients.

This assessment is for presentation and discussion at the February 2012 Trust Board. The Trust will all be assessed by the same criteria on an annual basis. It should be noted that all figures used are for the year 01/11/2010 to 31/10/2011. Future reviews will be undertaken every year at the same time.

3.6 Aim

The purpose of this document is to ensure that the Trust is delivering services for patients considering their protected characteristics, and that the services provided are delivered in a way which is sensitive to 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 for the Equality Delivery System. This paper reviews the services provided by East Kent Hospitals University NHS Foundation Trust Divisions and compares patient numbers to the local population in order to ensure that services are being delivered in a way sensitive to all equality issues, and if necessary make recommendations to improve compliance.

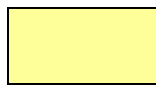
4 Data Collection and Analysis

Data for this paper is drawn from a wide range of information systems and other reports. Population data is taken from ONS estimates based on the 2001 census and KCC and Kent & Medway Public Health Observatory reports and data, much of which is also based on ONS estimates. Hospital data is taken from three different data systems (PAS, DATIX and Complaints). Analysis of the data in the following tables has proved difficult using established Statistical methods (Standard Deviation T-test etc.). As a result anomalies have been highlighted by the author where the figures provided appear disproportionate taking into account the size of the sample. The issue of statistical significance will be considered for any future reports before publication. Where highlighted data forms the basis for a recommendation for further investigation the primary activity in any investigation will be the validity of the relevant data.

Guide to tables:



Areas shaded green relate to admissions and are therefore provided with Population data as comparison



Areas shaded yellow relate to situations arising following admission and are therefore provided with total admission numbers as a comparison



Areas shaded orange indicate an entry where the figures provided appear disproportionate taking into account the size of the sample

5 Demographics

East Kent Hospitals University NHS Foundation Trust covers the following local Authority Geographical areas:

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

The population living this area has the following characteristics.

5.1 Sex

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

	No.	%
Male	351.8	48.41
Female	374.9	51.58
Total	726.7	100

Table 2

5.2 Religion

The following data has been obtained using Office for National Statistics; Census, April 2001,

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

Table 3

5.3 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.

5.4 Race

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

Group	Number 1000's	Percentage	Group	Number 1000's	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 4

Mosaic Origins

In The following table(s) Kent County Council has provided the 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 on the following table

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

Table 5

5.5 Age

The following data has been obtained using Mid-Year Estimate 2009 from the Office of National Statistics.

Age Group	Population 1000's	%
0 – 9	81.70	11.16%
10 – 19	96.50	13.19%
20 – 29	87.40	11.94%
30 – 39	84.40	11.53%
40 – 49	104.10	14.23%
50 – 59	90.90	12.42%
60 – 69	88.20	12.05%
70 – 79	58.60	8.01%
80 & over	40.00	5.47%
	731.80	100.00%

Table 6

5.6 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(s) below. Data provided by Kent County Council for 2010. It should be noted that limiting long-term illness is self-declared and thus not easily verifiable from other sources

	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 7

6 All Outpatients Appointments

6.1 Race of Service Users

In the year 01/11/2010 to 31/10/2011, 591493 patients were seen in EKHUFT Outpatients. The following table(s) shows how these Outpatient Appointments broken down by race and compares them with the East Kent population as at the **2007** Office of National Statistics (ONS) latest estimates.

This table shows an artificially high level of outpatient patients from the “Any Other Ethnic Background” classification. It has been identified that this anomaly is caused by the addition into this group of those patients from the “Not Stated” and “Blank” categories. This has been addressed and will be remedied in any future reports.

	UCLTC		Surgical		Clinical		Specialist		Population 1000s
	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	
White									
English / Welsh / Scottish / Northern Irish / British	143691	87259	379924	250196	6405	3745	233031	172068	659.9
Irish	554	332	1345	896	10	4	1000	712	6.1
Any other White background	4344	2587	11226	7338	224	145	8460	5985	20.3
Multi-Ethnic									0.00
White & Black Caribbean	59	36	300	183	5	4	304	227	2.5
White & Black African	101	58	307	174	7	5	365	244	1.2
White & Asian	210	121	514	336	18	12	448	304	3.0
Any other Multi-Ethnic background	338	198	1157	723	31	15	766	530	2.4
Asian or Asian British									0.00
Indian	544	323	1355	866	14	10	953	706	5.7
Pakistani	70	38	221	143			167	111	2.0
Bangladeshi	90	49	247	155			242	158	1.7
Chinese	171	101	492	332	13	9	442	355	3.6
Any other Asian background	492	312	1595	1038	37	25	1326	952	4.7
Black or Black British									0.00
Caribbean	125	82	329	220	1	0	154	118	3.2
African	204	120	601	358	5	2	547	372	5.8
Any other Black background	98	52	306	169	4	3	226	139	0.7
Other									0.00
Arab			2	2					0.00
Any other ethnic	10890	6319	28088	17769	773	435	36124	25204	3.7
Total	161981	97987	428009	280898	7547	4414	284555	208185	726.5

Table 8

	UCLTC		Surgical		Clinical		Specialist		Population %
	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	
White									
English / Welsh / Scottish / Northern Irish / British	88.71%	89.05%	88.77%	89.07%	84.87%	84.84%	81.89%	82.65%	90.83%
Irish	0.34%	0.34%	0.31%	0.32%	0.13%	0.09%	0.35%	0.34%	0.84%
Any other White background	2.68%	2.64%	2.62%	2.61%	2.97%	3.29%	2.97%	2.87%	2.79%
Multi-Ethnic									
White & Black Caribbean	0.04%	0.04%	0.07%	0.07%	0.07%	0.09%	0.11%	0.11%	0.34%
White & Black African	0.06%	0.06%	0.07%	0.06%	0.09%	0.11%	0.13%	0.12%	0.17%
White & Asian	0.13%	0.12%	0.12%	0.12%	0.24%	0.27%	0.16%	0.15%	0.41%
Any other Multi-Ethnic background	0.21%	0.20%	0.27%	0.26%	0.41%	0.34%	0.27%	0.25%	0.33%
Asian or Asian British									
Indian	0.34%	0.33%	0.32%	0.31%	0.19%	0.23%	0.33%	0.34%	0.78%
Pakistani	0.04%	0.04%	0.05%	0.05%			0.06%	0.05%	0.28%
Bangladeshi	0.06%	0.05%	0.06%	0.06%			0.09%	0.08%	0.23%
Chinese	0.11%	0.10%	0.11%	0.12%	0.17%	0.20%	0.16%	0.17%	0.50%
Any other Asian background	0.30%	0.32%	0.37%	0.37%	0.49%	0.57%	0.47%	0.46%	0.65%
Black or Black British									
Caribbean	0.08%	0.08%	0.08%	0.08%	0.01%		0.05%	0.06%	0.44%
African	0.13%	0.12%	0.14%	0.13%	0.07%	0.05%	0.19%	0.18%	0.80%
Any other Black background	0.06%	0.05%	0.07%	0.06%	0.05%	0.07%	0.08%	0.07%	0.10%
Other									
Arab									
Any other ethnic background	6.72%	6.45%	6.56%	6.33%	10.24%	9.86%	12.69%	12.11%	0.51%

Table 9

6.2 Sex of Service Users

In the year 01/11/2010 to 31/10/2011, 591493 patients were seen in EKHUFT Outpatients. The following table(s) shows how these Outpatient Appointments broken down by sex and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. Proportionally more female patients attend outpatient appointments than male. This could be explained by the global phenomenon of females living longer than men combined with the requirement for more hospital treatment as individuals age.

	Male	Female	Unknown	Total
Patients	260058	331403	32	591493
Patients %	43.97%	56.03%	0.01%	100.00%
Population %	48.41%	51.59%	0	100.00%

Table 10

6.3 Age of Service Users

In the year 01/11/2010 to 31/10/2011, 591493 patients were seen in EKHUFT Outpatients. The following table(s) shows how these Outpatient Appointments broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. It is clear and expected that a much higher proportion of older people attend outpatients than are in the general population.

	0-9	10-19	20-29	30-39	40-49
Patients	44209	38532	41296	47610	63347
Patients %	7.47%	6.51%	6.98%	8.05%	10.71%
Population %	11.16%	13.18%	11.94%	11.53%	14.22%
	50-59	60-69	70-79	80+	
Patients	72593	110745	102430	70731	
Patients %	12.27%	18.72%	17.32%	11.96%	
Population %	12.42%	12.05%	8.00%	5.46%	

Table 11

6.4 Marriage/Civil partnership Status of Service Users

In the year 01/11/2010 to 31/10/2011, 591493 patients were seen in EKHUFT Outpatients. The following table(s) shows how these Outpatient Appointments broken down by Marriage/Civil Partnership Status and compares them with the East Kent population. Marriage/Civil partnership status table(s) shows a disparity between married/civil partnership and single. This is most probably as result of the combination of poor demographic data and a high level not/known recorded on PAS rather than a disparity in patient numbers. This issue will be resolved with the advent of the publication of data from the 2011 census and improved data recording.

	Attendances	Percentage	Population %
Married or in a civil partnership	44712	45.63%	53.75%
Divorced or dissolved civil partnership	4973	5.08%	8.44%
Separated, but still legally married or in a civil partnership			2.47%
Widow or widower	5759	5.88%	8.68%
Single	15219	15.53%	26.67%
Not Known / Not Recorded	27324	27.89%	
Total	97987	100.00%	100.00%

Table 12

6.5 Religion and Belief of Service Users

In the year 01/11/2010 to 31/10/2011, 591493 patients were seen in EKHUFT Outpatients. The following table(s) shows how these Outpatient Appointments broken down by Religion and Belief and compares them with the East Kent population. The category "None" is made up from patients from the following groups: Agnostic, Not Known, None and Unknown which most probably accounts for the high percentage of patients compared to the population data.

	UCLTC		Surgical		Clinical		Specialist		Population
	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	Referrals	Attendances	
None	80548	48646	233592	151811	4390	2588	155865	112241	
Christian	77965	47271	187175	124377	3034	1756	122705	91581	
Buddhist	270	171	433	275	27	16	392	287	
Hindu	356	217	811	516	7	3	861	645	
Jewish	160	93	328	211	9	5	298	211	
Muslim	561	336	1092	696	24	9	1225	857	
Sikh	54	34	103	65	3	3	141	111	
Other religion or belief	2067	1219	4485	2949	53	34	3081	2259	
	161981	97987	428019	280900	7547	4414	284568	208192	
None	49.73%	49.65%	54.58%	54.04%	58.17%	58.63%	54.77%	53.91%	23.35%
Christian	48.13%	48.24%	43.73%	44.28%	40.20%	39.78%	43.12%	43.99%	75.08%
Buddhist	0.17%	0.17%	0.10%	0.10%	0.36%	0.36%	0.14%	0.14%	0.23%
Hindu	0.22%	0.22%	0.19%	0.18%	0.09%	0.07%	0.30%	0.31%	0.35%
Jewish	0.10%	0.09%	0.08%	0.08%	0.12%	0.11%	0.10%	0.10%	0.14%
Muslim	0.35%	0.34%	0.26%	0.25%	0.32%	0.20%	0.43%	0.41%	0.46%
Sikh	0.03%	0.03%	0.02%	0.02%	0.04%	0.07%	0.05%	0.05%	0.07%
Other religion or belief	1.28%	1.24%	1.05%	1.05%	0.70%	0.77%	1.08%	1.09%	0.32%

Table 13

6.6 Outpatient DNA % Rates (Race)

For the year 01/11/2010 to 31/10/2011 the following table(s) shows Did Not Attend (DNA) rates for Outpatient Appointments broken down by race. The table(s) shows of those people in each category who are referred by the relevant Division the percentage that fail to attend the appointment. The figures for Clinical Support Services in this category are so low as to render them statistically unreliable. However for Specialist Services of 226 patients from the Any other Black background group 36 DNA'd. and of 242 Bangladeshi patients 36 DNA'd. In total of 780 patients from the White and Black African group 88 DNA'd and of 634 patients from the Any other Black Background group 90 DNA'd. These figure may be worthy of further investigation.

	UCLTC	Surgical	Clinical	Specialist	Total
White					
English / Welsh / Scottish / Northern Irish / British	5.27%	6.01%	8.60%	6.79%	6.13%
Irish	6.68%	6.69%	20.00%	8.10%	7.22%
Gypsy / Romany / Traveller of Irish Heritage				7.69%	4.35%
Any other White background	6.98%	7.56%	4.46%	8.53%	7.77%
Multi-Ethnic					
White & Black Caribbean	3.39%	7.33%		6.25%	6.44%
White & Black African	12.87%	12.05%	14.29%	10.14%	11.28%
White & Asian	7.14%	7.59%	11.11%	9.82%	8.40%
Any other Multi-Ethnic background	7.69%	10.29%	9.68%	8.62%	9.34%
Asian or Asian British					
Indian	8.46%	8.56%		6.93%	7.96%
Pakistani	14.29%	6.79%		8.38%	8.52%
Bangladeshi	12.22%	9.72%		14.88%	12.26%
Chinese	5.85%	6.71%		3.17%	5.10%
Any other Asian background	8.54%	8.78%	8.11%	7.32%	8.17%
Black or Black British					
Caribbean	8.80%	4.86%	0.00%	9.09%	6.73%
African	8.82%	13.14%	20.00%	13.16%	12.53%
Any other Black background	17.35%	12.09%	0.00%	15.93%	14.20%
Other					
Arab					
Any other ethnic background	7.13%	8.39%	8.41%	7.08%	7.58%
Mean	8.84%	8.54%	11.63%	8.93%	8.47%

Table 14

6.7 Outpatient DNA % Rates (sex)

For the year 01/11/2010 to 31/10/2011 the following table(s) shows Did Not Attend (DNA) rates for Outpatient Appointments broken down by sex. The table(s) shows of those people in each category who are referred by the relevant Division the percentage that fail to attend the appointment.

	UCLTC	Surgical	Clinical	Specialist	Total
Male	5.85%	6.92%	9.81%	7.39%	6.87%
Female	5.22%	5.66%	7.57%	6.64%	5.95%
Mean	5.53%	6.29%	8.69%	7.02%	6.41%

Table 15

6.8 Outpatient DNA % Rates (Age)

For the year 01/11/2010 to 31/10/2011 the following table(s) shows Did Not Attend (DNA) rates for Outpatient Appointments broken down by age. The table(s) shows of those people in each category who are referred by the relevant Division the percentage that fail to attend the appointment.

	UCLTC	Surgical	Clinical	Specialist	Total
0 – 9	11.68%	11.13%	11.66%	9.62%	10.48%
10 – 19	10.47%	8.71%	13.19%	10.14%	9.38%
20 – 29	12.76%	14.85%	20.10%	10.02%	12.37%
30 – 39	9.90%	11.21%	9.72%	7.52%	9.35%
40 – 49	7.67%	7.85%	8.74%	7.53%	7.72%
50 – 59	5.13%	5.51%	6.54%	6.21%	5.61%
60 – 69	3.43%	3.27%	3.81%	4.59%	3.67%
70 – 79	2.93%	2.63%	2.16%	4.32%	3.18%
80 & over	4.65%	3.48%	5.24%	4.87%	4.08%
Mean	7.62%	7.63%	9.02%	7.20%	7.32%

Table 16

6.9 Outpatient DNA % Rates (Marital/Civil Partnership Status)

For the year 01/11/2010 to 31/10/2011 the following table(s) shows Did Not Attend (DNA) rates for Outpatient Appointments broken down by Marital/Civil partnership Status. The table(s) shows of those people in each category who are referred by the relevant Division the percentage that fail to attend the appointment. Single people DNA to a greater extent than the general hospital population.

	UCLTC	Surgical	Clinical	Specialist	Total
Married or in a civil partnership	4.17%	4.15%	5.51%	5.03%	4.43%
Divorced or dissolved civil partnership	5.91%	5.69%	6.28%	7.62%	6.29%
Widow or widower	4.63%	3.78%	4.47%	5.22%	4.35%
Single	9.68%	10.28%	12.64%	9.55%	9.96%
Not Known / Not Recorded	5.27%	5.60%	7.33%	6.35%	5.77%
Mean	5.93%	5.90%	7.24%	6.75%	6.16%

Table 17

6.10 Outpatient DNA % Rates (Religion and Belief)

For the year 01/11/2010 to 31/10/2011 the following table(s) shows Did Not Attend (DNA) rates for Outpatient Appointments broken down by Religion and Belief Status. The table(s) shows of those people in each category who are referred by the relevant Division the percentage that fail to attend the appointment. Muslim people appear to be over represented in this area.

	UCLTC	Surgical	Clinical	Specialist	Total
None	5.82%	6.92%	9.45%	7.40%	6.91%
Christian	5.13%	5.42%	7.19%	6.28%	5.64%
Buddhist	1.48%	9.01%	0.00%	5.61%	5.79%
Hindu	4.78%	7.52%	14.29%	7.43%	7.03%
Jewish	5.63%	5.49%	11.11%	6.38%	5.91%
Muslim	9.98%	10.99%	0.00%	9.47%	10.06%
Sikh	3.70%	8.74%	0.00%	1.42%	4.32%
Other religion or belief	6.53%	5.84%	5.66%	7.79%	6.61%
Mean	5.38%	7.49%	5.96%	6.47%	6.53%

Table 18

6.11 Observations for Outpatients

Certain racial groups and single people appear to be over represented in the DNA data. For Specialist Services of 226 patients from the Any other Black background group 36 DNA'd. and of 242 Bangladeshi patients 36 DNA'd. In total of 780 patients from the White and Black African group 88 DNA'd and of 634 patients from the Any other Black Background group 90 DNA'd. This area is worthy of further investigation for its equality and financial benefits.

Single people DNA to a greater extent than the general hospital population.

Muslim people appear to be over represented in this DNA data.

7 Urgent Care and Long Term Conditions

7.1 Race of Service Users

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows attendances and in-patient admissions broken down by race and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). There is an artificially high level of outpatient patients from the "Any Other Ethnic Background" classification. It has been identified that this anomaly is caused by the addition into this group of those patients from the "Not Stated" and "Blank" categories. This has been addressed and will be remedied in any future reports.

	IP/DC Admissions					Population 1000s	Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL					7 Days	28 Days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	11818	3054	7.57	54485	7.25	659.9	3137	2422	4153	11590	234	69357
Irish	43	13	9.85	191	8.60	6.1	17	4	9	25	2	247
Any other White background	446	85	7.18	1844	8.42	20.3	118	104	100	276	4	2375
Multi-Ethnic						0.00						
White & Black Caribbean	3	1	0.00	21	3.29	2.5	1					25
White & Black African	2	1	6.00	17	3.06	1.2	0				1	20
White & Asian	12	1	7.00	42	2.95	3.0	0		2	4	1	55
Any other Multi-Ethnic background	19	9	4.44	103	3.14	2.4	0	8	7	8		131
Asian or Asian British						0.00						
Indian	34	7	6.71	124	6.03	5.7	0	4	7	14		165
Pakistani	7	1	1.00	16	4.56	2.0	0	1				24
Bangladeshi	7	2	0.50	20	5.45	1.7	1		1	1		29
Chinese	15			27	1.52	3.6	0		2	2		42
Any other Asian background	31	12	4.00	155	5.31	4.7	2	4	12	25	1	198
Black or Black British						0.00						
Caribbean	4	3	2.00	26	5.81	3.2	0		1	3		33
African	9	1	0.00	59	3.03	5.8	0		3	9		69
Any other Black background	10	4	14.00	19	1.58	0.7	0			2		33
Other						0.00						
Arab						0.00	0					0
Any other ethnic background	1373	218	7.20	3763	6.50	3.7	296	126	153	377	17	5354
Total	13833	3412		60912		726.5	3572	2673	4450	12336	260	78157

Table 19

	IP/DC Admissions					Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC %	
	DC	EL		NEL				Pop. %	7 Days			28 Days
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	85.43%	89.51%		89.45%		90.81%	87.82%	90.61%	93.33%	93.95%	90.00%	88.74%
Irish	0.31%	0.38%		0.31%		0.84%	0.48%	0.15%	0.20%	0.20%	0.77%	0.32%
Any other White background	3.22%	2.49%		3.03%		2.79%	3.30%	3.89%	2.25%	2.24%	1.54%	3.04%
Multi-Ethnic												
White & Black Caribbean	0.02%	0.03%		0.03%		0.34%	0.03%	0.00%	0.00%	0.00%		0.03%
White & Black African	0.01%	0.03%		0.03%		0.17%	0.00%		0.00%	0.00%	0.38%	0.03%
White & Asian	0.09%	0.03%		0.07%		0.41%	0.00%	0.00%	0.04%	0.03%	0.38%	0.07%
Any other Multi-Ethnic background	0.14%	0.26%		0.17%		0.33%	0.00%	0.30%	0.16%	0.06%		0.17%
Asian or Asian British												
Indian	0.25%	0.21%		0.20%		0.78%	0.00%	0.15%	0.16%	0.11%		0.21%
Pakistani	0.05%	0.03%		0.03%		0.28%	0.00%	0.04%	0.00%	0.00%		0.03%
Bangladeshi	0.05%	0.06%		0.03%		0.23%	0.03%	0.00%	0.02%	0.01%		0.04%
Chinese	0.11%	0.00%		0.04%		0.50%	0.00%	0.00%	0.04%	0.02%		0.05%
Any other Asian background	0.22%	0.35%		0.25%		0.65%	0.06%	0.15%	0.27%	0.20%	0.38%	0.25%
Black or Black British												
Caribbean	0.03%	0.09%		0.04%		0.44%	0.00%	0.00%	0.02%	0.02%		0.04%
African	0.07%	0.03%		0.10%		0.80%	0.00%	0.00%	0.07%	0.07%		0.09%
Any other Black background	0.07%	0.12%		0.03%		0.10%	0.00%	0.00%	0.00%	0.02%		0.04%
Other						0.00%						
Arab	0.00%	0.00%		0.00%		0.10%	0.00%	0.00%	0.00%	0.00%		0.00%
Any other ethnic background	9.93%	6.39%		6.18%		0.51%	8.29%	4.71%	3.44%	3.06%	6.54%	6.85%

Table 20

7.2 Patient Safety and Race

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows patient safety broken down by race and compares them with the total admissions for Urgent Care and Long Term Conditions. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. The figures are generally so low as to be statistically unreliable.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	963	105	11	248	4	822	338	276	31	12	1479	69357
Irish	12			2		9	4	2		1	16	247
Any other White background	23	6		2		14	14	11			39	2375
Multi-Ethnic												
White & Black Caribbean								1			1	25
White & Black African						1					1	20
White & Asian												55
Any other Multi-Ethnic background	2					2					2	131
Asian or Asian British												
Indian	6	1				6	1				7	165
Pakistani												24
Bangladeshi												29
Chinese	1					1			1		2	42
Any other Asian background	4					2	1	2			5	198
Black or Black British												
Caribbean												33
African							1				1	69
Any other Black background	1					1					1	33
Other												
Arab												0
Any other ethnic background	1	1		1		1	1		1		3	5354
Total	1013	113	11	253	4	859	360	292	33	13	1557	78157

Table 21

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC %
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	95.06%	92.92%	100.00%	98.02%	100.00%	95.69%	93.89%	94.52%	93.94%	92.31%	94.99%	88.74%
Irish	1.18%			0.79%		1.05%	1.11%	0.68%		7.69%	1.03%	0.32%
Any other White background	2.27%	5.31%		0.79%		1.63%	3.89%	3.77%			2.50%	3.04%
Multi-Ethnic												
White & Black Caribbean								0.34%			0.06%	0.03%
White & Black African						0.12%					0.06%	0.03%
White & Asian												0.07%
Any other Multi-Ethnic background	0.20%					0.23%					0.13%	0.17%
Asian or Asian British												
Indian	0.59%	0.88%				0.70%	0.28%				0.45%	0.21%
Pakistani												0.03%
Bangladeshi												0.04%
Chinese	0.10%					0.12%			3.03%		0.13%	0.05%
Any other Asian background	0.39%					0.23%	0.28%	0.68%			0.32%	0.25%
Black or Black British												
Caribbean												0.04%
African							0.28%				0.06%	0.09%
Any other Black background	0.10%					0.12%					0.06%	0.04%
Other												
Arab												0.00%
Any other ethnic background	0.10%	0.88%		0.40%		0.12%	0.28%		3.03%		0.19%	6.85%

Table 22

7.3 Sex of Service Users

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows attendances and in-patient admissions broken down by race sex compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). Significantly more male patients attend Urgent Care and Long Term Conditions for Elective in patient admissions. The reason for this is not presently identified but is worthy of investigation.

	IP/DC Admissions					Pop	Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL					7 Days	28 days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
Male	6501	1834	7.36	29141	7.00		1728	1297	2174	6003	126	37476
Female	7330	1578	7.69	31766	7.40		1844	1376	2276	6332	134	40674
Total	13833	3412		60912			3572	2673	4450	12336	0	78157
Male	47.00%	53.75%		47.84%		48.41%	48.38%	48.52%	48.85%	48.66%	48.46%	47.95%
Female	52.99%	46.25%		52.15%		51.59%	51.62%	51.48%	51.15%	51.33%	51.54%	52.04%

Table 23

7.4 Patient safety and Sex

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows patient safety broken down by sex and compares them with the total admissions for Urgent Care and Long Term Conditions. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Male patients appear to be over represented in the Falls and Incorrect data columns. The low numbers if incorrect data incidents renders the figures statistically unreliable. It may be worth investigating the apparently higher numbers of males experiencing falls.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm		Severe Harm	Death / Serious Sequelae		
Male	695	77	8	163	10	615	257		24	11	1084	37476
Female	597	99	12	206	5	582	253	37476	26	10	1083	40674
Total	1292	176	20	369	15	1197	510	40674	50	21	2167	78157
								78157				
Male	53.79%	43.75%	4	44.17%	66.67%	51.38%	50.39%		48.00%	52.38%	50.02%	47.95%
Female	46.21%	56.25%	6	55.83%	33.33%	48.62%	49.61%	47.95%	52.00%	47.62%	49.98%	52.04%

Table 24

7.5 Age of Service Users

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows attendances and in-patient admissions broken down by race age compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). It is clear and expected that a much higher proportion of older people attend Urgent Care and Long Term Conditions than are in the general population.

	IP/DC Admissions					Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total	
	DC	EL		NEL				Pop.	7 Days			28 Days
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
0 – 9				10	0.50		0	0	1	1	7	10
10 – 19	109	17	2.18	1026	1.43		0	43	48	116	4	1152
20 – 29	505	102	7.04	3206	2.68		12	131	266	604	13	3813
30 – 39	706	128	8.98	3354	3.18		17	130	211	561	12	4188
40 – 49	1572	295	6.46	5124	3.62		54	176	318	901	18	6991
50 – 59	2308	403	4.67	6189	5.00		145	242	467	1326	36	8900
60 – 69	3641	694	7.98	9573	6.82		386	452	701	2070	38	13908
70 – 79	3121	877	5.00	12306	8.35		796	538	913	2709	49	16304
80 & over	1871	896	11.17	20124	9.98		2162	961	1525	4048	83	22891
Total	13833	3412		60912			3572	2673	4450	12336	260	78157
0 – 9	0.00%	0.00%		0.02%		11.16%	0.00%	0.00%	0.02%	0.01%	2.77%	0.01%
10 – 19	0.79%	0.50%		1.68%		13.19%	0.00%	1.61%	1.08%	0.94%	1.58%	1.47%
20 – 29	3.65%	2.99%		5.26%		11.94%	0.34%	4.90%	5.98%	4.90%	5.14%	4.88%
30 – 39	5.10%	3.75%		5.51%		11.53%	0.48%	4.86%	4.74%	4.55%	4.74%	5.36%
40 – 49	11.36%	8.65%		8.41%		14.23%	1.51%	6.58%	7.15%	7.30%	7.11%	8.95%
50 – 59	16.68%	11.81%		10.16%		12.42%	4.06%	9.05%	10.50%	10.75%	14.23%	11.39%
60 – 69	26.32%	20.34%		15.72%		12.05%	10.81%	16.91%	15.76%	16.78%	15.02%	17.80%
70 – 79	22.56%	25.70%		20.21%		8.01%	22.28%	20.13%	20.52%	21.96%	19.37%	20.86%
80 & over	13.53%	26.26%		33.04%		5.47%	60.53%	35.95%	34.28%	32.82%	32.81%	29.29%

Table 25

7.6 Patient Safety and Age

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows patient safety broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Again people of 80 and older are over represented but this is not an unexpected result.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
0 – 9						6	2	0	0	0	8	10
10 – 19		1				1	0	0	0	0	1	1152
20 – 29	5	3	1	2		7	2	2	0	0	11	3813
30 – 39	10	8		1		17	2	3	1	0	23	4188
40 – 49	18	4	2	4		21	7	7	1	1	37	6991
50 – 59	16	4		5	1	19	4	1	0	0	24	8900
60 – 69	51	7		5		34	18	9	2	0	63	13908
70 – 79	111	6	2	18		86	29	17	2	2	136	16304
80 & over	191	9	1	36		126	56	50	1	1	234	22891
Total	402	42	6	71	1	317	120	89	7	4	537	78157
0 – 9						1.89%	1.67%				1.49%	0.01%
10 – 19		2.38%				0.32%					0.19%	1.47%
20 – 29	1.24%	7.14%	16.67%	2.82%		2.21%	1.67%	2.25%			2.05%	4.88%
30 – 39	2.49%	19.05%		1.41%		5.36%	1.67%	3.37%	14.29%		4.28%	5.36%
40 – 49	4.48%	9.52%	33.33%	5.63%		6.62%	5.83%	7.87%	14.29%	25.00%	6.89%	8.95%
50 – 59	3.98%	9.52%		7.04%	100%	5.99%	3.33%	1.12%			4.47%	11.39%
60 – 69	12.69%	16.67%		7.04%		10.73%	15.00%	10.11%	28.57%		11.73%	17.80%
70 – 79	27.61%	14.29%	33.33%	25.35%		27.13%	24.17%	19.10%	28.57%	5	25.33%	20.86%
80 & over	47.51%	21.43%	16.67%	50.70%		39.75%	46.67%	56.18%	14.29%	25.00%	43.58%	29.29%

Table 26

7.7 Religion and Belief of Service Users

The following table(s) shows how attendances and in-patient admissions broken down by Religion and Belief and compares them with the East Kent population. The following table(s) also shows Patients who died or Suffered a Misadventure or were readmitted within 7 or 28 days. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The category "None" is made up from patients from the following groups: Agnostic, Not Known, None and Unknown which most probably accounts for the high percentage of patients compared to the population data.

	IP/DC Admissions					Pop	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 Days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
None	6873	1642	6.57	30369	6.88		1771	1283	2107	5683	38884
Christian	6686	1680	8.50	29420	7.57		1752	1332	2246	6373	37786
Buddhist	7	2	4.00	38	10.34		0	1	3	4	47
Hindu	30	14	17.43	84	12.85		1	8	3	11	128
Jewish	9	3	1.00	70	7.27		5	3	7	25	82
Muslim	33	12	1.33	130	5.07		2	3	3	19	175
Sikh	4			19	5.21		0	0	1	2	23
Other religion or belief	191	59	4.98	782	6.30		41	43	80	219	1032
None	49.69%	48.12%		49.86%		23.35%	49.58%	48.00%	47.35%	46.07%	49.75%
Christian	48.33%	49.24%		48.30%		75.08%	49.05%	49.83%	50.47%	51.66%	48.35%
Buddhist	0.05%	0.06%		0.06%		0.23%	0.00%	0.04%	0.07%	0.03%	0.06%
Hindu	0.22%	0.41%		0.14%		0.35%	0.03%	0.30%	0.07%	0.09%	0.16%
Jewish	0.07%	0.09%		0.11%		0.14%	0.14%	0.11%	0.16%	0.20%	0.10%
Muslim	0.24%	0.35%		0.21%		0.46%	0.06%	0.11%	0.07%	0.15%	0.22%
Sikh	0.03%	0.00%		0.03%		0.07%	0.00%	0.00%	0.02%	0.02%	0.03%
Other religion or belief	1.38%	1.73%		1.28%		0.32%	1.15%	1.61%	1.80%	1.78%	1.32%

Table 27

7.8 Patient Safety and Religion and Belief

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows patient safety broken down by Religion and Belief and compares them with the total admissions for Urgent Care and Long Term Conditions. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. The very low figures in this data render it statistically unreliable.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
None	2			1		2	1	2			5	38884
Christian	40	3		16		33	19	14	2		68	37786
Buddhist												47
Hindu	1					1					1	128
Jewish												82
Muslim												175
Sikh												23
Other religion or belief												1032
None	4.65%			5.88%		5.56%	5.00%	12.50%			6.76%	49.75%
Christian	93.02%	100%		94.12%		91.67%	95.00%	87.50%	100%		91.89%	48.35%
Buddhist												0.06%
Hindu	2.33%					2.78%					1.35%	0.16%
Jewish												0.10%
Muslim												0.22%
Sikh												0.03%
Other religion or belief												1.32%

Table 28

7.9 Marital/Civil partnership Status of Service Users

The following table(s) shows how in-patient admissions broken down by Marital/Civil partnership Status and compares them with the East Kent population. The following table(s) also shows Patients who died or Suffered a Misadventure or were readmitted within 7 or 28 days. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The high percentage for not known/not recorded accounts for the disparity in other classifications against population data

	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
Married or in a civil partnership	6384	1602	5.30	24039	7.02		1362	1140	1869	5377	32025
Divorced or dissolved civil partnership	688	173	8.31	3000	7.03		118	126	207	653	3861
Widow or widower	803	374	10.51	8377	9.85		740	367	661	1841	9554
Single	1794	388	13.34	10119	5.03		261	410	790	2101	12301
Not Known / Not Recorded	4164	875	7.54	15377	7.53		1091	630	923	2364	20416
Married or in a civil partnership	46.15%	46.95%		39.47%		53.75%	38.13%	42.65%	42.00%	43.59%	40.98%
Divorced or dissolved civil partnership	4.97%	5.07%		4.93%		8.44%	3.30%	4.71%	4.65%	5.29%	4.94%
Widow or widower	5.80%	10.96%		13.75%		8.68%	20.72%	13.73%	14.85%	14.92%	12.22%
Single	12.97%	11.37%		16.61%		26.67%	7.31%	15.34%	17.75%	17.03%	15.74%
Not Known / Not Recorded	30.10%	25.64%		25.24%			30.54%	23.57%	20.74%	19.16%	26.12%

Table 29

7.10 Patient Safety and Disability

In the year 01/11/2010 to 31/10/2011, 78157 patients were admitted by Urgent Care and Long Term Conditions. The following table(s) shows patient safety broken down by Disability and compares them with the East Kent population. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. There is no PAS data available for this criteria and therefore admission data is not shown.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
Physical impairment	296	11	1	87		219	100	77	6	1	403
Sensory impairment	78	2		23		79	31	34	3	2	149
Mental health condition	124			13		72	40	20	5	0	137
Learning disability / difficulty	3	1		3		1	3	2	0	1	7
Memory impairment											
Visibly different	34	2	1	12							
Long-standing illness or health condition	101	7	2	38		73	46	36	2	1	158
Any other impairment	62	2		19		45	16	22	4	0	87
Percentage											
Physical impairment	42.41%	44.00%	25.00%	44.62%		44.79%	42.37%	40.31%	30.00%	20.00%	42.83%
Sensory impairment	11.17%	8.00%		11.79%		16.16%	13.14%	17.80%	15.00%	40.00%	15.83%
Mental health condition	17.77%			6.67%		14.72%	16.95%	10.47%	25.00%		14.56%
Learning disability / difficulty	0.43%	4.00%		1.54%		0.20%	1.27%	1.05%		20.00%	0.74%
Memory impairment				0.00%							0.00%
Visibly different	4.87%	8.00%	25.00%	6.15%							0.00%
Long-standing illness or health condition	14.47%	28.00%	50.00%	19.49%		14.93%	19.49%	18.85%	10.00%	20.00%	16.79%
Any other impairment	8.88%	8.00%		9.74%		9.20%	6.78%	11.52%	20.00%		9.25%

Table 30

7.11 Observations for Urgent Care and Long Term Conditions

It may be worth investigating the apparently higher numbers of males experiencing falls.

8 Surgical Services

8.1 Race of Service Users

In the year 01/11/2010 to 31/10/2011, 62764 patients were admitted by Surgical Services. The following table(s) shows attendances and in-patient admissions broken down by race and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). There is an artificially high level of outpatient patients from the "Any Other Ethnic Background" classification. It has been identified that this anomaly is caused by the addition into this group of those patients from the "Not Stated" and "Blank" categories. This has been addressed and will be remedied in any future reports. The table identifies that people from the English / Welsh / Scottish / Northern Irish / British category are over represented in the complaints column. The figures are low but may be worthy of further investigation.

	IP/DC Admissions						Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL		Pop. 1000s			7 Days	28 Days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	28741	11643	2.54	15216	6.62	659.9	448	2544	1538	3711	195	55600
Irish	109	43	2.65	56	8.71	6.1	3	9	7	16	0	208
Any other White background	879	358	2.16	509	6.27	20.3	9	72	30	65	4	1746
Multi-Ethnic												
White & Black Caribbean	12	5	1.40	7	1.14	2.5	1	3		1		24
White & Black African	16	6	1.67	7	3.71	1.2	0		1	1		29
White & Asian	28	11	2.45	24	2.33	3.0	0	2	1	2		63
Any other Multi-Ethnic	70	22	1.36	52	3.08	2.4	0	4	2	4		144
Asian or Asian British												
Indian	74	22	1.95	25	2.80	5.7	0	3	3	3	1	121
Pakistani	9	3	1.67	8	2.88	2.0	0	1				20
Bangladeshi	10	7	2.86	8	1.50	1.7	0	1	1	1		25
Chinese	24	12	2.75	10	3.30	3.6	0	1				46
Any other Asian background	95	34	1.82	35	3.43	4.7	0	4	1	4		164
Black or Black British												
Caribbean	22	13	2.38	2	3.00	3.2	0	3				37
African	38	11	1.36	21	3.52	5.8	0	2	1	4		70
Any other Black background	13	1	4.00	10	1.60	0.7	0					24
Other												
Arab						0.00	0					0
Any other ethnic background	2732	860	2.10	851	5.10	3.7	34	107	65	109		4443
Total	32872	13051		16841	5899	726.5	495	2756	1650	3921	199	62764

Table 31

	IP/DC Admissions					Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total	
	DC	EL		NEL				Pop %	7 Days			28 Days
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	87.43%	89.21%		90.35%		90.81%	90.51%	92.31%	93.21%	94.64%	97.50%	88.59%
Irish	0.33%	0.33%		0.33%		0.84%	0.61%	0.33%	0.42%	0.41%		0.33%
Any other White background	2.67%	2.74%		3.02%		2.79%	1.82%	2.61%	1.82%	1.66%	2.00%	2.78%
Multi-Ethnic												
White & Black Caribbean	0.04%	0.04%		0.04%		0.34%	0.20%	0.11%		0.03%		0.04%
White & Black African	0.05%	0.05%		0.04%		0.17%			0.06%	0.03%		0.05%
White & Asian	0.09%	0.08%		0.14%		0.41%		0.07%	0.06%	0.05%		0.10%
Any other Multi-Ethnic	0.21%	0.17%		0.31%		0.33%		0.15%	0.12%	0.10%		0.23%
Asian or Asian British												
Indian	0.23%	0.17%		0.15%		0.78%		0.11%	0.18%	0.08%	0.50%	0.19%
Pakistani	0.03%	0.02%		0.05%		0.28%		0.04%				0.03%
Bangladeshi	0.03%	0.05%		0.05%		0.23%		0.04%	0.06%	0.03%		0.04%
Chinese	0.07%	0.09%		0.06%		0.50%		0.04%				0.07%
Any other Asian background	0.29%	0.26%		0.21%		0.65%		0.15%	0.06%	0.10%		0.26%
Black or Black British												
Caribbean	0.07%	0.10%		0.01%		0.44%		0.11%				0.06%
African	0.12%	0.08%		0.12%		0.80%		0.07%	0.06%	0.10%		0.11%
Any other Black background	0.04%	0.01%		0.06%		0.10%						0.04%
Other												
Arab						0.10%						
Any other ethnic background	8.31%	6.59%		5.05%		0.51%	6.87%	3.88%	3.94%	2.78%		7.08%

Table 32

8.2 Patient Safety and Race

In the year 01/11/2010 to 31/10/2011, 62764 patients were admitted by Surgical Services. The following table(s) shows patient safety broken down by race and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes, Clinical Incidents and Complaints. The figures in this table are low and therefore probably unreliable. However English / Welsh / Scottish / Northern Irish / British people seem overrepresented in all incidents. The data should be examined for validity.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	259	55	4	97	2	366	182	160	13	10	731	55600
Irish							3		1		4	208
Any other White background	6	1	1	2		10	2	7	1	1	21	1746
Multi-Ethnic												
White & Black Caribbean												24
White & Black African				1								29
White & Asian						1					1	63
Any other Multi-Ethnic background						1	1				2	144
Asian or Asian British												
Indian	1	1		1		3		2			5	121
Pakistani	1						1				1	20
Bangladeshi												25
Chinese												46
Any other Asian background						4					4	164
Black or Black British												
Caribbean												37
African								1			1	70
Any other Black background												24
Other												
Arab												0
Any other ethnic background						1					1	4443
Total	267	57	5	101	2	386	189	170	15	11	771	62764

Table 33

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	97.00%	96.49%	80%	96.04%	100%	94.82%	96.30%	94.12%	86.67%	90.91%	94.81%	88.59%
Irish							1.59%		6.67%		0.52%	0.33%
Any other White background	2.25%	1.75%	20%	1.98%		2.59%	1.06%	4.12%	6.67%	9.09%	2.72%	2.78%
Multi-Ethnic												
White & Black Caribbean												0.04%
White & Black African				0.99%								0.05%
White & Asian						0.26%					0.13%	0.10%
Any other Multi-Ethnic background						0.26%	0.53%				0.26%	0.23%
Asian or Asian British												
Indian	0.37%	1.75%		0.99%		0.78%		1.18%			0.65%	0.19%
Pakistani	0.37%						0.53%				0.13%	0.03%
Bangladeshi												0.04%
Chinese												0.07%
Any other Asian background						1.04%					0.52%	0.26%
Black or Black British												
Caribbean												0.06%
African								0.59%			0.13%	0.11%
Any other Black background												0.04%
Other												
Arab												
Any other ethnic background						0.26%					0.13%	7.08%

Table 34

8.3 Sex of Service Users

The following table(s) shows how these in-patient admissions broken down by sex and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). Significantly more male patients who attend Surgical Services are readmitted.

	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL					7 Days	28 days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
Male	16725	6831	2.48	8864	5.42		240	1508	998	2430	94	32421
Female	16147	6220	2.51	7976	7.68		255	1248	652	1491	116	30343
Total	32872	13051		16840			495	2756	1650	3921	210	62764
Male	50.88%	52.34%		52.64%		48.41%	48.48%	54.72%	60.48%	61.97%	44.76%	51.65%
Female	49.12%	47.66%		47.36%		51.59%	51.52%	45.28%	39.52%	38.03%	55.24%	48.35%

Table 35

8.4 Patient Safety and Sex

In the year 01/11/2010 to 31/10/2011, 62764 patients were seen by Surgical Services. The following table(s) shows patient safety broken down by sex and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes, Clinical Incidents and Complaints.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
Male	169	37	6	64	3	336	137	116	12	8	609	32421
Female	190	54	2	71	6	343	136	117	13	12	621	30343
Total	359	91	8	135	9	679	273	233	25	20	1230	62764
Male	47.08%	40.66%	75.00%	47.41%	33.33%	49.48%	50.18%	49.79%	48.00%	40.00%	49.51%	51.65%
Female	52.92%	59.34%	25.00%	52.59%	66.67%	50.52%	49.82%	50.21%	52.00%	60.00%	50.49%	48.35%

Table 36

8.5 Age of Service Users

The following table(s) shows how these in-patient admissions broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, were readmitted within 7 or 28 days or complained about the service they received. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). It is clear and expected that a much higher proportion of older people attend Surgical Services than are in the general population.

	IP/DC Admissions					Population	Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL					7 Days	28 days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
0 – 9	1654	323	0.77	448	2.04			25	13	27	4	2425
10 – 19	1285	447	0.88	1297	1.92			71	76	135	6	3029
20 – 29	1591	633	1.25	1625	2.98		3	127	142	277	12	3849
30 – 39	1968	715	1.27	1418	3.61		3	160	159	333	16	4101
40 – 49	3449	1320	1.64	1735	4.05		4	247	149	338	28	6504
50 – 59	4065	1757	2.16	1722	4.78		15	294	171	425	37	7544
60 – 69	5932	3253	2.50	2355	6.47		59	557	281	659	47	11540
70 – 79	6687	2916	3.03	2640	8.34		103	649	323	825	33	12243
80 & over	6241	1687	4.30	3601	12.08		308	626	336	902	27	11529
Total	32872	13051		16841			495	2756	1650	3921	4	62764
0 – 9	5.03%	2.47%		2.66%		11.16%		0.91%	0.79%	0.69%	1.90%	3.86%
10 – 19	3.91%	3.43%		7.70%		13.19%		2.58%	4.61%	3.44%	2.86%	4.83%
20 – 29	4.84%	4.85%		9.65%		11.94%	0.61%	4.61%	8.61%	7.06%	5.71%	6.13%
30 – 39	5.99%	5.48%		8.42%		11.53%	0.61%	5.81%	9.64%	8.49%	7.62%	6.53%
40 – 49	10.49%	10.11%		10.30%		14.23%	0.81%	8.96%	9.03%	8.62%	13.33%	10.36%
50 – 59	12.37%	13.46%		10.23%		12.42%	3.03%	10.67%	10.36%	10.84%	17.62%	12.02%
60 – 69	18.05%	24.93%		13.98%		12.05%	11.92%	20.21%	17.03%	16.81%	22.38%	18.39%
70 – 79	20.34%	22.34%		15.68%		8.01%	20.81%	23.55%	19.58%	21.04%	15.71%	19.51%
80 & over	18.99%	12.93%		21.38%		5.47%	62.22%	22.71%	20.36%	23.00%	12.86%	18.37%

Table 37

8.6 Patient Safety and Age

In the year 01/11/2010 to 31/10/2011, 62764 patients were admitted by Surgical Services. The following table(s) shows patient safety broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes, Clinical Incidents and Complaints. It is clear and expected that a much higher proportion of older people attend Surgical Services than are in the general population they are also over represented in clinical incidents.

	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
0 – 9	4						6	2				8	2425
10 – 19	6		1				1					1	3029
20 – 29	12	5	3	1	2		7	2	2			11	3849
30 – 39	16	10	8		1		17	2	3	1		23	4101
40 – 49	28	18	4	2	4		21	7	7	1	1	37	6504
50 – 59	37	16	4		5	1	19	4	1			24	7544
60 – 69	47	51	7		5		34	18	9	2		63	11540
70 – 79	33	111	6	2	18		86	29	17	2	2	136	12243
80 & over	27	191	9	1	36		126	56	50	1	1	234	11529
Total	210	402	42	6	71	1	317	120	89	7	4	537	62764
0 – 9	1.90%						1.89%	1.67%				1.49%	3.86%
10 – 19	2.86%		2.38%				0.32%					0.19%	4.83%
20 – 29	5.71%	1.24%	7.14%	16.67%	2.82%		2.21%	1.67%	2.25%			2.05%	6.13%
30 – 39	7.62%	2.49%	19.05%	33.33%	1.41%		5.36%	1.67%	3.37%	14.29%		4.28%	6.53%
40 – 49	13.33%	4.48%	9.52%	33.33%	5.63%		6.62%	5.83%	7.87%	14.29%	25.00%	6.89%	10.36%
50 – 59	17.62%	3.98%	9.52%		7.04%	10	5.99%	3.33%	1.12%			4.47%	12.02%
60 – 69	22.38%	12.69%	16.67%		7.04%		10.73%	15.00%	10.11%	28.57%		11.73%	18.39%
70 – 79	15.71%	27.61%	14.29%	33.33%	25.35%		27.13%	24.17%	19.10%	28.57%	50.00%	25.33%	19.51%
80 & over	12.86%	47.51%	21.43%	16.67%	50.70%		39.75%	46.67%	56.18%	14.29%	25.00%	43.58%	18.37%

Table 38

8.7 Religion and Belief of Service Users

The following table(s) shows how attendances and in-patient admissions broken down by Religion and Belief and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The following table(s) also shows Patients who died or Suffered a Misadventure, or were readmitted within 7 or 28 days. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The category "None" is made up from patients from the following groups: Agnostic, Not Known, None and Unknown which most probably accounts for the high percentage of patients compared to the population data.

	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
None	16702	6527	2.39	8493	6.00		248	1257	770	1734	31722
Christian	15637	6298	2.60	8000	7.03		245	1447	850	2109	29935
Buddhist	30	11	1.91	24	5.21			2	1	1	65
Hindu	49	25	1.64	33	3.76			5	2	8	107
Jewish	25	15	1.00	17	7.29			1	1	3	57
Muslim	88	27	2.41	58	3.19			6	3	7	173
Sikh	8	3	1.33	4	0.50				2	2	15
Other religion or belief	333	145	2.92	212	7.97		2	38	21	57	690
Total	32872	13051		16841			495	2756	1650	3921	62764
None	50.81%	50.01%		50.43%		23.35%	50.10%	45.61%	46.67%	44.22%	50.54%
Christian	47.57%	48.26%		47.50%		75.08%	49.49%	52.50%	51.52%	53.79%	47.69%
Buddhist	0.09%	0.08%		0.14%		0.23%		0.07%	0.06%	0.03%	0.10%
Hindu	0.15%	0.19%		0.20%		0.35%		0.18%	0.12%	0.20%	0.17%
Jewish	0.08%	0.11%		0.10%		0.14%		0.04%	0.06%	0.08%	0.09%
Muslim	0.27%	0.21%		0.34%		0.46%		0.22%	0.18%	0.18%	0.28%
Sikh	0.02%	0.02%		0.02%		0.07%			0.12%	0.05%	0.02%
Other religion or belief	1.01%	1.11%		1.26%		0.32%	0.40%	1.38%	1.27%	1.45%	1.10%

Table 39

8.8 Patient Safety and Religion and Belief

In the year 01/11/2010 to 31/10/2011, 62764 patients were admitted by Surgical Services. The following table(s) shows patient safety broken down by Religion and Belief and compares them with the East Kent population. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. The figures in this table are low and are therefore statistically unreliable.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
None		1				1	1	1			31722
Christian	11			4		12	5	8			29935
Buddhist								1			65
Hindu	1							1			107
Jewish											57
Muslim											173
Sikh											15
Other religion or belief											690
Total	12	1		4		13	6	11			62764
None		100%				7.69%	16.67%	9.09%			50.54%
Christian	91.67%			100%		92.31%	83.33%	72.73%			47.69%
Buddhist								9.09%			0.10%
Hindu	8.33%							9.09%			0.17%
Jewish											0.09%
Muslim											0.28%
Sikh											0.02%
Other religion or belief											1.10%

Table 40

8.9 Marital / Civil Partnership Status of Service Users

The following table(s) shows in-patient admissions broken down by Marital / Civil Partnership Status and compares them with the East Kent population. The following table(s) also shows Patients who died or Suffered a Misadventure or were readmitted within 7 or 28 days. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The high percentage for not known/not recorded accounts for the disparity in other classifications against population data. Widows and widowers are overrepresented in the deaths column probably related to a similar disparity in the older age groups.

	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
Married or in a civil partnership	13624	5808	2.62	6452	6.74		182	1230	733	1834	25884
Divorced or dissolved civil partnership	1466	633	2.91	712	7.48		19	151	60	159	2811
Widow or widower	2185	732	3.82	1487	12.41		109	256	129	362	4404
Single	6420	2348	1.55	4912	3.77		34	509	441	930	13680
Not Known / Not Recorded	9177	3530	2.55	3278	7.19		151	610	287	636	15985
Total	32872	13051		16841			495	2756	1650	3921	62764
Married or in a civil partnership	41.45%	44.50%		38.31%		53.75%	36.77%	44.63%	44.42%	46.77%	41.24%
Divorced or dissolved civil partnership	4.46%	4.85%		4.23%		8.44%	3.84%	5.48%	3.64%	4.06%	4.48%
Widow or widower	6.65%	5.61%		8.83%		8.68%	22.02%	9.29%	7.82%	9.23%	7.02%
Single	19.53%	17.99%		29.17%		26.67%	6.87%	18.47%	26.73%	23.72%	21.80%
Not Known / Not Recorded	27.92%	27.05%		19.46%			30.51%	22.13%	17.39%	16.22%	25.47%

Table 41

8.10 Patient Safety and Disability

In the year 01/11/2010 to 31/10/2011, 62764 patients were admitted by Surgical Services. The following table(s) shows patient safety broken down by Disability. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Admission data is not available in this category.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
Physical impairment	72	2		15		69	26	25	1	0	121
Sensory impairment	22			3	1	36	20	5	3	0	64
Mental health condition	52	1		6		40	11	14	2	0	67
Learning disability / difficulty	2	1		1		4	2	3	0	0	9
Memory impairment											
Visibly different	10			4							
Long-standing illness or health condition	7	1		2		20	6	4	0	1	31
Any other impairment	18	2		4		18	5	6	0	0	29
Physical impairment	39.34%	28.57%		42.86%		36.90%	37.14%	43.86%	16.67%	0.00%	37.69%
Sensory impairment	12.02%	0.00%		8.57%	100%	19.25%	28.57%	8.77%	50.00%	0.00%	19.94%
Mental health condition	28.42%			17.14%		21.39%	15.71%	24.56%	33.33%		20.87%
Learning disability / difficulty	1.09%	14.29%		2.86%		2.14%	2.86%	5.26%		0.00%	2.80%
Memory impairment				0.00%							0.00%
Visibly different	5.46%	0.00%		11.43%							0.00%
Long-standing illness or health condition	3.83%	14.29%		5.71%		10.70%	8.57%	7.02%	0.00%	100.00%	9.66%
Any other impairment	9.84%	28.57%		11.43%		9.63%	7.14%	10.53%	0.00%		9.03%

Table 42

8.11 **Observations for Surgical Services**

People from the English / Welsh / Scottish / Northern Irish / British category are over represented in the complaints column. The figures are low but may be worthy of further investigation.

English / Welsh / Scottish / Northern Irish / British people seem overrepresented in all incidents. The data should be examined for validity.

Significantly more male patients who attend Surgical Services are readmitted, this may be worthy of further investigation.

9 **Clinical Support services**

9.1 **Race of Service Users**

In the year 01/11/2010 to 31/10/2011, only 42 patients were admitted by Clinical Support services. Admission data tables are therefore not included for this division.

9.2 **Patient Safety and Race**

The following table(s) shows patient safety broken down by race for the year 01/11/2010 to 31/10/2011 reported by Clinical Support services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
White												
English / Welsh / Scottish / Northern Irish / British	20	88	20	13	1	11	171	58	34	1		264
Irish		2	1				1		1			2
Any other White background	1	5					4	3	1			8
Multi-Ethnic												
White & Black Caribbean												
White & Black African			1	1			1		1			2
White & Asian												
Any other Multi-Ethnic background												
Asian or Asian British												
Indian			1				1					1
Pakistani												
Bangladeshi												
Chinese				1			1					1
Any other Asian background												
Black or Black British												
Caribbean												
African							0	1				1
Any other Black background												
Other												
Arab												
Any other ethnic background							1					1
Total	21	95	23	15	1	11	180	62	37	1		280

Table 43

	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
White												
English / Welsh / Scottish / Northern Irish / British	95.24%	92.63%	86.96%	86.67%	100%	100%	95.00%	93.55%	91.89%	100%		94.29%
Irish		2.11%	4.35%				0.56%		2.70%			0.71%
Any other White background	4.76%	5.26%					2.22%	4.84%	2.70%			2.86%
Multi-Ethnic												
White & Black Caribbean												
White & Black African			4.35%	6.67%			0.56%		2.70%			0.71%
White & Asian												
Any other Multi-Ethnic background												
Asian or Asian British												
Indian			4.35%				0.56%					0.36%
Pakistani												
Bangladeshi												
Chinese				6.67%			0.56%					0.36%
Any other Asian background												
Black or Black British												
Caribbean												
African								1.61%				0.36%
Any other Black background												
Other												
Arab												
Any other ethnic background							0.56%					0.36%

Table 44

9.3 Sex of Service Users

In the year 01/11/2010 to 31/10/2011, only 42 patients were admitted by Clinical Support services. Admission data tables are therefore not included for this division.

9.4 Patient Safety And Sex

The following table(s) shows patient safety broken down by sex for the year 01/11/2010 to 31/10/2011 reported by Clinical Support services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
Male	9	50	30	74	1	19	254	70	25	2	1	352
Female	12	71	36	86		10	332	100	44	1	0	477
Total	21	121	66	160	1	29	586	170	69	3	1	829
Male	42.86%	41.32%	45.45%	46.25%	100.00%	65.52%	43.34%	41.18%	36.23%	66.67%	100.00%	42.46%
Female	57.14%	58.68%	54.55%	53.75%	0.00%	34.48%	56.66%	58.82%	63.77%	33.33%	0.00%	57.54%

Table 45

9.5 Age of Service Users

In the year 01/11/2010 to 31/10/2011, only 42 patients were admitted by Clinical Support services. Admission data tables are therefore not included for this division.

9.6 Patient Safety and Age

The following table(s) shows patient safety broken down by Age for the year 01/11/2010 to 31/10/2011 reported by Clinical Support services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
0 – 9	2		1	2			1					1
10 – 19	1			1	1		0	1	1			2
20 – 29	2	2	1	3			8	1				9
30 – 39	1		1	4			3	1				4
40 – 49	0	1				2	5					5
50 – 59	2	1	4	5			12		3			15
60 – 69	4	8		6		1	16	4	1			21
70 – 79	7	7	3	2			4	7	2			13
80 & over	2	9	4	7		1	24	6	2			32
Total	21	28	14	30	1	4	73	20	9			102
0 – 9	9.52%		7.14%	6.67%			1.37%		0.00%			0.98%
10 – 19	4.76%		0.00%	3.33%	100.00%			5.00%	11.11%			1.96%
20 – 29	9.52%	7.14%	7.14%	10.00%			10.96%	5.00%	0.00%			8.82%
30 – 39	4.76%	0.00%	7.14%	13.33%			4.11%	5.00%	0.00%			3.92%
40 – 49	0.00%	3.57%	0.00%	0.00%		50.00%	6.85%		0.00%			4.90%
50 – 59	9.52%	3.57%	28.57%	16.67%			16.44%		33.33%			14.71%
60 – 69	19.05%	28.57%	0.00%	20.00%		25.00%	21.92%	20.00%	11.11%			20.59%
70 – 79	33.33%	25.00%	21.43%	6.67%			5.48%	35.00%	22.22%			12.75%
80 & over	9.52%	32.14%	28.57%	23.33%		25.00%	32.88%	30.00%	22.22%			31.37%

Table 46

9.7 Religion and Belief of Service Users

In the year 01/11/2010 to 31/10/2011, only 42 patients were admitted by Clinical Support services. Admission data tables are therefore not included for this division.

9.8 Patient Safety and Religion and Belief

The following table(s) shows patient safety broken down by Age for the year 01/11/2010 to 31/10/2011 reported by Clinical Support services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
None											
Christian	1	1				4	1	2			7
Buddhist											
Hindu											
Jewish											
Muslim											
Sikh											
Other religion or belief											
Total	1	1				4	1	2			7
None											
Christian	100%	100%				100%	100%	100%			100%
Buddhist											
Hindu											
Jewish											
Muslim											
Sikh											
Other religion or belief											

Table 47

9.9 **Marital / Civil Partnership Status of Service Users**

In the year 01/11/2010 to 31/10/2011, only 42 patients were admitted by Clinical Support services. Admission data tables are therefore not included for this division.

9.10 **Patient Safety and Disability**

In the year 01/11/2010 to 31/10/2011, 42 patients were admitted by Clinical Support Services. The following table(s) shows patient safety broken down by Disability. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
Physical impairment	27	2	1			29	9	6	1		45
Sensory impairment	3		1			8	1	1			10
Mental health condition	3	1				3	2	2			7
Learning disability / difficulty	1		2			4					4
Memory impairment											
Visibly different	2	1									
Long-standing illness or health condition	5					8	2	2			12
Any other impairment	3					5	2	1			8
Total	44	4	4			57	16	12	1	0	86
Physical impairment	61.36%	50.00%	25.00%			50.88%	56.25%	50.00%	100.00%		52.33%
Sensory impairment	6.82%					14.04%	6.25%	8.33%			11.63%
Mental health condition	6.82%	25.00%				5.26%	12.50%	16.67%			8.14%
Learning disability / difficulty	2.27%					7.02%					4.65%
Memory impairment											
Visibly different	4.55%	25.00%									
Long-standing illness or health condition	11.36%					14.04%	12.50%	16.67%			13.95%
Any other impairment	6.82%					8.77%	12.50%	8.33%			9.30%

Table 48

10 Specialist Services

10.1 Race of Service Users

In the year 01/11/2010 to 31/10/2011, 54652 patients were admitted by Specialist services. The following table(s) shows attendances and in-patient admissions broken down by race and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) also shows Patients who died or suffered a Misadventure readmitted or complained. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). There is an artificially high level of outpatient patients from the "Any Other Ethnic Background" classification. It has been identified that this anomaly is caused by the addition into this group of those patients from the "Not Stated" and "Blank" categories. This has been addressed and will be remedied in any future reports. A higher proportion from the "English / Welsh / Scottish / Northern Irish / British" group has recorded complaints. This figure is significant and is worthy of investigation.

	IP/DC Admissions					Population 1000s	Deaths	Misadventures (FCEs)	Readmissions		Complaints	IP/DC Total
	DC	EL		NEL					7 Days	28 Days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	15365	9591	1.06	21881	2.58	659.9	121	679	722	1759	104	46837
Irish	37	34	1.15	64	5.19	6.1		2		4		135
Any other White background	398	237	1.08	1229	2.24	20.3	1	20	36	52	5	1864
Multi-Ethnic												
White & Black Caribbean	5	5		79	2.22	2.5			4	10		89
White & Black African	4	4	0.75	68	2.16	1.2		1	1	2		76
White & Asian	8	10	1.6	96	1.75	3		1	2	2		114
Any other Multi-Ethnic background	44	50	0.74	191	2.15	2.4		6	58	204		285
Asian or Asian British												
Indian	24	21	0.95	150	2.23	5.7		3		5	1	195
Pakistani	4	5	5	30	1.73	2	2	2				39
Bangladeshi	9	3		57	2.46	1.7			2	6		69
Chinese	11	20	2.65	59	2.78	3.6	1	6		1		90
Any other Asian background	51	29	1.28	323	2.55	4.7		3	6	11		403
Black or Black British												
Caribbean	4	2	10	21	2.19	3.2	1		1	1		27
African	14	21	0.67	84	3.71	5.8		2	4	7	1	119
Any other Black background	11	2	1	52	1.67	0.7			2	3		65
Other												
Arab						0						0
Any other ethnic background	1839	868	1.74	1538	2.24	3.7	15	52	25	65	1	4245
Total	17828	10902		25922		726.5	141	777	863	2132	112	54652

Table 49

	IP/DC Admissions					Deaths	Misadventures (FCEs)	Readmissions		Complaints	I P/DC %	
	DC	EL		NEL				Population %	7 Days			28 Days
		Headcount	LOS (Avge)	Headcount	LOS (Avge)							
White												
English / Welsh / Scottish / Northern Irish / British	86.18%	87.97%		84.41%		90.83%	85.82%	87.39%	83.66%	82.50%	92.86%	85.70%
Irish	0.21%	0.31%		0.25%		0.84%		0.26%		0.19%		0.25%
Any other White background	2.23%	2.17%		4.74%		2.79%	0.71%	2.57%	4.17%	2.44%	4.46%	3.41%
Multi-Ethnic												0.00%
White & Black Caribbean	0.03%	0.05%		0.30%		0.34%			0.46%	0.47%		0.16%
White & Black African	0.02%	0.04%		0.26%		0.17%		0.13%	0.12%	0.09%		0.14%
White & Asian	0.04%	0.09%		0.37%		0.41%		0.13%	0.23%	0.09%		0.21%
Any other Multi-Ethnic background	0.25%	0.46%		0.74%		0.33%		0.77%	6.72%	9.57%		0.52%
Asian or Asian British												0.00%
Indian	0.13%	0.19%		0.58%		0.78%		0.39%		0.23%	0.89%	0.36%
Pakistani	0.02%	0.05%		0.12%		0.28%	1.42%	0.26%				0.07%
Bangladeshi	0.05%	0.03%		0.22%		0.23%			0.23%	0.28%		0.13%
Chinese	0.06%	0.18%		0.23%		0.50%	0.71%	0.77%		0.05%		0.16%
Any other Asian background	0.29%	0.27%		1.25%		0.65%		0.39%	0.70%	0.52%		0.74%
Black or Black British												0.00%
Caribbean	0.02%	0.02%		0.08%		0.44%	0.71%		0.12%	0.05%		0.05%
African	0.08%	0.19%		0.32%		0.80%		0.26%	0.46%	0.33%	0.89%	0.22%
Any other Black background	0.06%	0.02%		0.20%		0.10%			0.23%	0.14%		0.12%
Other												0.00%
Arab												0.00%
Any other ethnic background	10.32%	7.96%		5.93%		0.51%	10.64%	6.69%	2.90%	3.05%	0.89%	7.77%

Table 50

10.2 Patient Safety and Race

The following table(s) shows patient safety broken down by race for the year 01/11/2010 to 31/10/2011 reported by Specialist services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	53	73	7	19	4	315	117	152	14	4	602	46837
Irish						1					1	135
Any other White background	3	3				19	6	7	3	2	37	1864
Multi-Ethnic												
White & Black Caribbean						1		2		1	4	89
White & Black African												76
White & Asian	1	1				4					4	114
Any other Multi-Ethnic background		1			1	2		1			3	285
Asian or Asian British												
Indian						1	1				2	195
Pakistani					1	2					2	39
Bangladeshi												69
Chinese		1				3			1		4	90
Any other Asian background		1				5	2	5			12	403
Black or Black British												
Caribbean								1		1	2	27
African			3			3	2	4			9	119
Any other Black background		1				2					2	65
Other												
Arab												0
Any other ethnic background						3	2				5	4245
Total	57	81	10	19	6	361	130	172	18	8	689	54652

Table 51

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	I P/DC %
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
White												
English / Welsh / Scottish / Northern Irish / British	92.98%	90.12%	70.00%	100.00%	66.67%	87.26%	90.00%	88.37%	77.78%	50%	87.37%	85.70%
Irish						0.28%					0.15%	0.25%
Any other White background	5.26%	3.70%				5.26%	4.62%	4.07%	16.67%	25.00%	5.37%	3.41%
Multi-Ethnic												0.00%
White & Black Caribbean						0.28%		1.16%		12.50%	0.58%	0.16%
White & Black African												0.14%
White & Asian	1.75%	1.23%				1.11%					0.58%	0.21%
Any other Multi-Ethnic background		1.23%			16.67%	0.55%		0.58%			0.44%	0.52%
Asian or Asian British												0.00%
Indian						0.28%	0.77%				0.29%	0.36%
Pakistani					16.67%	0.55%					0.29%	0.07%
Bangladeshi												0.13%
Chinese		1.23%				0.83%			5.56%		0.58%	0.16%
Any other Asian background		1.23%				1.39%	1.54%	2.91%			1.74%	0.74%
Black or Black British												0.00%
Caribbean								0.58%		12.50%	0.29%	0.05%
African			30.00%			0.83%	1.54%	2.33%			1.31%	0.22%
Any other Black background		1.23%				0.55%					0.29%	0.12%
Other												0.00%
Arab												0.00%
Any other ethnic background						0.83%	1.54%				0.73%	7.77%

Table 52

10.3 Sex of Service Users

The following table(s) shows how these in-patient admissions broken down by sex and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) also shows Patients who died or suffered a misadventure. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). As expected significantly more female patients attended Specialist Services. Men are disproportionately represented in the death and readmission columns. These factors are significant and worthy of further investigation.

	IP/DC Admissions					Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total	
	DC	EL		NEL				7 Days	28 days		
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
Male	6938	4354	0.9458	7254	3.36504	61	265	420	1094	18546	
Female	10889	6547	1.23522	18668	2.216145	80	512	443	1038	36104	
Total	17827	10901	2.18102	25922	5.581185	141	777	863	2132	54650	
Male	38.92%	39.94%		27.98%		48.41%	43.26%	34.11%	48.67%	51.31%	33.94%
Female	61.08%	60.06%		72.02%		51.59%	56.74%	65.89%	51.33%	48.69%	66.06%

Table 53

10.4 Patient Safety and Sex

The following table(s) shows patient safety broken down by sex for the year 01/11/2010 to 31/10/2011 reported by Specialist services. The table(s) shows Patients who complained, experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
Male	15	44	8	6	1	145	55	52	9	3	264	18546
Female	47	67	16	15	6	342	118	162	14	8	644	36104
Total	62	111	24	21	7	487	173	214	23	11	908	54650
Male	24.19%	39.64%	33.33%	28.57%	14.29%	29.77%	31.79%	24.30%	39.13%	27.27%	29.07%	33.94%
Female	75.81%	60.36%	66.67%	71.43%	85.71%	70.23%	68.21%	75.70%	60.87%	72.73%	70.93%	66.06%

Table 54

10.5 Age of Service Users

The following table(s) shows how these in-patient admissions broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) also shows Patients who died or suffered a misadventure. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). Not surprisingly there is a strong correlation with age and recorded admissions and deaths

	IP/DC Admissions						Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL		Pop.			7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
0 – 9	135	361	1.81994	11521	2.345717		16	116	445	964	12017
10 – 19	273	207	1.35749	2084	1.574376			51	131	391	2564
20 – 29	897	294	1.19728	6072	1.619565			67	57	152	7263
30 – 39	1310	648	1.31019	4443	1.834346		1	99	51	101	6401
40 – 49	2366	1347	1.20861	637	3.915228		6	113	33	89	4350
50 – 59	2538	1558	1.24134	189	6.984127		10	73	32	82	4285
60 – 69	4189	2652	0.98492	352	12.80398		23	110	40	115	7193
70 – 79	3994	2618	0.94232	364	13.15659		42	106	57	167	6976
80 & over	2126	1217	1.17173	260	16.85		43	42	17	71	3603
Total	17828	10902		25922			141	777	863	2132	54652
0 – 9	0.76%	3.31%		44.44%		11.16%	11.35%	14.93%	51.56%	45.22%	21.99%
10 – 19	1.53%	1.90%		8.04%		13.19%		6.56%	15.18%	18.34%	4.69%
20 – 29	5.03%	2.70%		23.42%		11.94%		8.62%	6.60%	7.13%	13.29%
30 – 39	7.35%	5.94%		17.14%		11.53%	0.71%	12.74%	5.91%	4.74%	11.71%
40 – 49	13.27%	12.36%		2.46%		14.23%	4.26%	14.54%	3.82%	4.17%	7.96%
50 – 59	14.24%	14.29%		0.73%		12.42%	7.09%	9.40%	3.71%	3.85%	7.84%
60 – 69	23.50%	24.33%		1.36%		12.05%	16.31%	14.16%	4.63%	5.39%	13.16%
70 – 79	22.40%	24.01%		1.40%		8.01%	29.79%	13.64%	6.60%	7.83%	12.76%
80 & over	11.93%	11.16%		1.00%		5.47%	30.50%	5.41%	1.97%	3.33%	6.59%

Table 55

10.6 Patient Safety and Age

In the year 01/11/2010 to 31/10/2011, 262844 patients were admitted by Specialist Services. The following table(s) shows patient safety broken down by Age and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes, Clinical Incidents and Complaints. For most data in this table numbers are too low for confident conclusions to be drawn. There may be an indication that higher levels of complaints are made by the 20-39 age group. This may be as a result of the naturally high level of maternity complaints that would be recorded for this age group.

AGE	Complaints	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
							No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
0 - 9	19	2				1	1	1			3	8	12017
10 - 19	16	2	3			1	2	3			6	1	2564
20 - 29	38		1			3	2	5			10	11	7263
30 - 39	34		2			3	4	3	2		12	23	6401
40 - 49	16	3				4	1	1			6	37	4350
50 - 59	7	2		1		11	2	4			17	24	4285
60 - 69	5			2		6	4	2			12	63	7193
70 - 79	5					8	4	1			13	136	6976
80 & over	3			1		11	5	2			18	234	3603
Total	143	9	6	4	0	48	25	22	2		97	537	54652
0 - 9	13.29%	22.22%				2.08%	4.00%	4.55%			3.09%	1.49%	21.99%
10 - 19	11.19%	22.22%	50.00%			2.08%	8.00%	13.64%			6.19%	0.19%	4.69%
20 - 29	26.57%		16.67%			6.25%	8.00%	22.73%			10.31%	2.05%	13.29%
30 - 39	23.78%		33.33%			6.25%	16.00%	13.64%	100%		12.37%	4.28%	11.71%
40 - 49	11.19%	33.33%				8.33%	4.00%	4.55%			6.19%	6.89%	7.96%
50 - 59	4.90%	22.22%		25.00%		22.92%	8.00%	18.18%			17.53%	4.47%	7.84%
60 - 69	3.50%			50.00%		12.50%	16.00%	9.09%			12.37%	11.73%	13.16%
70 - 79	3.50%					16.67%	16.00%	4.55%			13.40%	25.33%	12.76%
80 & over	2.10%			25.00%		22.92%	20.00%	9.09%			18.56%	43.58%	6.59%

Table 56

10.7 Religion and Belief of Service Users

The following table(s) shows how attendances and in-patient admissions broken down by Religion and Belief and compares them with the East Kent population as at the 2007 Office of National Statistics (ONS) latest estimates. The table(s) also shows Patients who died or suffered a misadventure. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The category "None" is made up from patients from the following groups: Agnostic, Not Known, None and Unknown which most probably accounts for the high percentage of patients compared to the population data.

RELIGION AND BELIEF	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
None	8582	5282	1.18	17990	2.39		65	412	627	1510	31854
Christian	8928	5422	1.06	7323	2.93		71	350	231	608	21673
Buddhist	20	6	0.5	69	1.89			1		1	95
Hindu	43	38	0.23	147	2					3	228
Jewish	27	6	1.5	17	4.29					1	50
Muslim	44	24	4.41	207	1.71		5	4	2	2	275
Sikh	4			7	7			3		1	11
Other religion or belief	180	124	0.60	162	2.25		0	7	3	6	466
Total	17828	10902		25922			141	777	863	2132	54652
None	48.14%	48.45%		69.40%		23.35%	46.10%	53.02%	72.65%	70.83%	58.29%
Christian	50.08%	49.73%		28.25%		75.08%	50.35%	45.05%	26.77%	28.52%	39.66%
Buddhist	0.11%	0.06%		0.27%		0.23%		0.13%		0.05%	0.17%
Hindu	0.24%	0.35%		0.57%		0.35%				0.14%	0.42%
Jewish	0.15%	0.06%		0.07%		0.14%				0.05%	0.09%
Muslim	0.25%	0.22%		0.80%		0.46%	3.55%	0.51%	0.23%	0.09%	0.50%
Sikh	0.02%			0.03%		0.07%		0.39%		0.05%	0.02%
Other religion or belief	1.01%	1.14%		0.62%		0.32%		0.90%	0.35%	0.28%	0.85%

Table 57

10.8 Patient safety and Religion and Belief

In the year 01/11/2010 to 31/10/2011, 54652 patients were admitted by Specialist Services. The following table(s) shows patient safety broken down by Religion and Belief and compares them with the East Kent population. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in these tables are low and prevent any meaningful conclusions being drawn.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's	IP/DC Total
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae		
None		1				5	1	5			11	31854
Christian	3	3			1	5	3	5		1	14	21673
Buddhist												95
Hindu												228
Jewish												50
Muslim						1					1	275
Sikh						1	1	1			3	11
Other religion or belief												466
Total	3	4	0	0	1	12	5	11		1	29	54652
None		25.00%				41.67%	20%	45.45%			37.93%	58.29%
Christian	100%	75.00%			100%	41.67%	60%	45.45%		100%	48.28%	39.66%
Buddhist												0.17%
Hindu												0.42%
Jewish												0.09%
Muslim						8.33%					3.45%	0.50%
Sikh						8.33%	20%	9.09%			10.34%	0.02%
Other religion or belief												0.85%

Table 58

10.9 Marital / Civil Partnership Status of Service Users

The following table(s) shows in-patient admissions broken down by Marital / Civil Partnership Status and compares them with the East Kent population. The table(s) also shows Patients who died or suffered a misadventure. In Patient (IP) and Day Care (DC) Admissions are broken down between Day Care (DC) Elective (EL) and Non-Elective (NEL). The high percentage for not known/not recorded accounts for the disparity in other classifications against population data.

	IP/DC Admissions					Pop.	Deaths	Misadventures (FCEs)	Readmissions		IP/DC Total
	DC	EL		NEL					7 Days	28 days	
		Headcount	LOS (Avge)	Headcount	LOS (Avge)						
Married or in a civil partnership	8728	5184	0.97	5022	3.09		55	299	141	369	18934
Divorced or dissolved civil partnership	889	637	0.88	189	6.44		6	31	7	25	1715
Widow or widower	917	631	1.15	146	15.22		20	26	14	43	1694
Single	2614	1683	1.37	18214	2.17		28	281	620	1481	22511
Not Known / Not Recorded	4680	2767	1.27	2351	3.07		32	140	81	214	9798
Total	17828	10902		25922			141	777	863	2132	54652
Married or in a civil partnership	48.96%	47.55%		19.37%		53.75%	39.01%	38.48%	16.34%	17.31%	34.64%
Divorced or dissolved civil partnership	4.99%	5.84%		0.73%		8.44%	4.26%	3.99%	0.81%	1.17%	3.14%
Widow or widower	5.14%	5.79%		0.56%		8.68%	14.18%	3.35%	1.62%	2.02%	3.10%
Single	14.66%	15.44%		70.26%		26.67%	19.86%	36.16%	71.84%	69.47%	41.19%
Not Known / Not Recorded	26.25%	25.38%		9.07%			22.70%	18.02%	9.39%	10.04%	17.93%

Table 59

10.10 Patient Safety and Disability

In the year 01/11/2010 to 31/10/2011, 343664 patients were admitted by Specialist Services. The following table(s) shows patient safety broken down by Disability. The table(s) shows Patients who experienced Falls, Drug Errors, Blood Transfusion Errors, Pressure Ulcers, Incorrect Data in Patient Notes and Clinical Incidents. Numbers in this table are low and prevent any meaningful conclusions being drawn.

	Falls	Drug Errors	Blood Transfusion Errors	Pressure Ulcers	Incorrect Data Patient Notes	All Clinical Incidents					All SI's
						No Harm	Low Harm	Moderate Harm	Severe Harm	Death / Serious Sequelae	
Physical impairment	10	4		9		20	12	10	1		43
Sensory impairment	1	1				3	6	2			11
Mental health condition				2				2			2
Learning disability / difficulty		2				3	4	2			9
Memory impairment											
Visibly different	1			1							
Long-standing illness or health condition	7			9		13	6	9			28
Any other impairment		1		2		8	5	4		1	18
Physical impairment	22.73%	100.00%	0.00%			35.09%	75.00%	83.33%	100.00%		50.00%
Sensory impairment	2.27%	25.00%				5.26%	37.50%	16.67%			12.79%
Mental health condition								16.67%			2.33%
Learning disability / difficulty		50.00%				5.26%	25.00%	16.67%			10.47%
Memory impairment											
Visibly different	2.27%										
Long-standing illness or health condition	15.91%					22.81%	37.50%	75.00%			32.56%
Any other impairment	0.00%	25.00%				14.04%	31.25%	33.33%			20.93%

Table 60

10.11 Observations for Specialist services

A higher proportion from the “English / Welsh / Scottish / Northern Irish / British” group has recorded complaints. This figure is significant and is worthy of investigation.

Men are disproportionately represented in the death and readmission columns. These factors are also significant and worthy of further investigation.

There may be an indication that higher than expected level of complaints are made by the 20-39 age group.

11 Access

A copy of this report will be provided to all directorates and published on the East Kent Hospitals University NHS Foundation Trust website.

Action: Equality and Human Rights Manager

12 Overall Conclusion

The data provided in this report indicates that East Kent Hospitals University NHS Foundation Trust is delivering services for patients considering their protected characteristics, and providing them in a way which is sensitive to these protected characteristics. Whilst there is always room for development, indications from this data are that the Trust is performing well.

Some of the suggested areas for development are shown below.

In most cases comparisons have been made between local population data and Patient Administration System (PAS) and DATIX. The last National Census for which local data is available was held in 2001 and did not record many of the protected characteristic now in use. As a consequence much of the local population data is estimated and difficult to access. Hospital data whilst not necessarily covering all of the protected characteristics is more current. The 2011 Census data is due for publication in July 2012 and will better inform next years review.

The following data is available on these systems.

PAS: Religion and Belief, Race, Sex, Age and Marriage/Civil Partnership.

DATIX: Religion and Belief, Disability, Race, Sex, and Age.

Complaints: Race, Age and Sex.

The Equality Act has defined nine protected characteristics but from a records perspective there are some inherent problems in recording certain characteristics.

It is difficult to establish a secure way of recording Gender Reassignment data given the legislative protection given to this data and the small number of individuals involved. East Kent Hospitals University NHS Foundation Trust has very close links with the Kent Transgender Forum and is able to identify trends through engagement.

Pregnancy and Maternity is another characteristic with inherent difficulties for recording purposes. The temporary nature of the condition carries with it some data collection difficulties. There may be technical methods for overcoming this difficulty and these should be explored but in the meantime the trust has excellent engagement opportunities to gather qualitative data about services for women who are pregnant or have recently given birth.

If this approach is taken forward it is then necessary to fill the other blanks in the data.

The following data groups should be added at the earliest opportunity.

PAS: Sexual Orientation, and Disability.

DATIX: Sexual Orientation and Marriage/Civil Partnership.

Complaints: Sexual Orientation, Marriage/Civil Partnership, Religion and Belief and Disability.

Whilst the facility to record protected characteristic data is important so too is the quality of the data recorded. Where possible the trust should report on the completeness of each categories data.

13 Areas for investigation

Outpatients

- Certain racial groups and single people appear to be over represented in the DNA data. For Specialist Services of 226 patients from the Any other Black background group 36 DNA'd. and of 242 Bangladeshi patients 36 DNA'd. In total of 780 patients from the White and Black African group 88 DNA'd and of 634 patients from the Any other Black Background group 90 DNA'd. This area is worthy of further investigation for its equality and financial benefits.
- Single people DNA to a greater extent than the general hospital population.
- Muslim people appear to be over represented in this DNA data.

Urgent Care and Long Term Conditions

- It may be worth investigating the apparently higher numbers of males experiencing falls.

Surgical Services

- People from the English / Welsh / Scottish / Northern Irish / British category are over represented in the complaints column. The figures are low but may be worthy of further investigation.
- English / Welsh / Scottish / Northern Irish / British people seem overrepresented in all incidents. The data should be examined for validity.
- Significantly more male patients who attend Surgical Services are readmitted, this may be worthy of further investigation.

Specialist services

- A higher proportion from the "English / Welsh / Scottish / Northern Irish / British" group has recorded complaints. This figure is significant and is worthy of investigation.
- Men are disproportionately represented in the death and readmission columns. These factors are also significant and worthy of further investigation.

14 Recommendations

Action		Priority Level
PAS.	Record additional categories of Sexual Orientation, and Disability.	High
DATIX.	Record additional categories of Sexual Orientation and Marriage/Civil Partnership.	High
Complaints	Record additional categories of Sexual Orientation, Marriage/Civil Partnership, Religion and Belief and Disability.	High
Investigate those areas identified by this report.		High
Monitor and improve completeness of data.		Medium

Bruce Campion-Smith
Equality & Human Rights Manager
13 February 2012

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.