

Patients who use the Trust's Services

During the period April 2018 to March 2019, 410,715 patients/service users made a first contact with the Trust either as an outpatient, inpatient, day case or attendance at the Emergency Department. (If a patient had multiple attendances and/or admissions within the period, only the first attendance and/or admission were taken into account for the purposes of this report.)

Of the 410,715 first attendances/admissions during the period, 47% of the patients were male and 53% were female.

A comparison of the patient age profile over the last 5 years is provided in Figure 1 below.

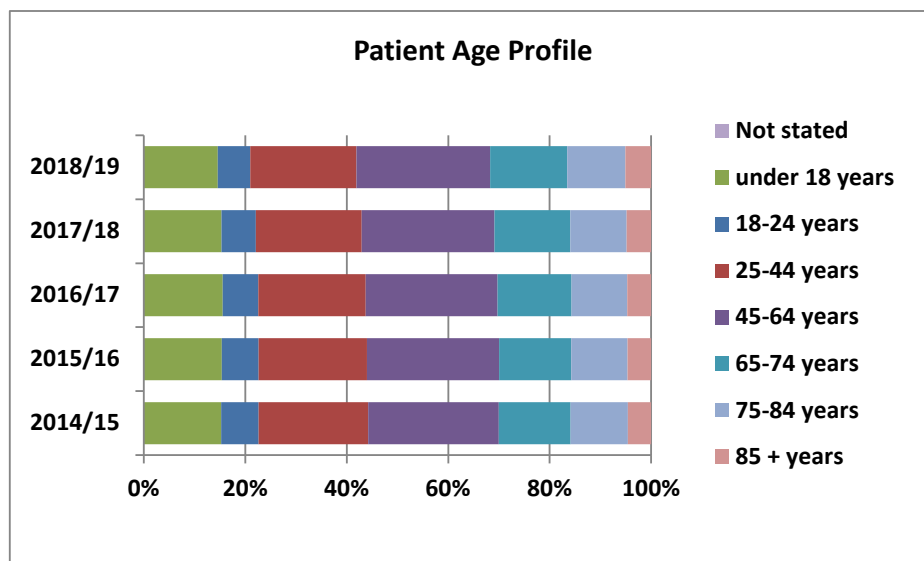


Figure 1: Patient Age Profile, 2014/15 – 2018/19
(Source of data: CHH-BI Views – Reporting Services Report)

Figure 2 provides an overview of the partnership status of patients/service users. Some 30% of patients identified as being single, with 31% being married or in a civil partnership. However, data was incomplete for 29% of patients with their partnership status being either unknown, not disclosed or not recorded.

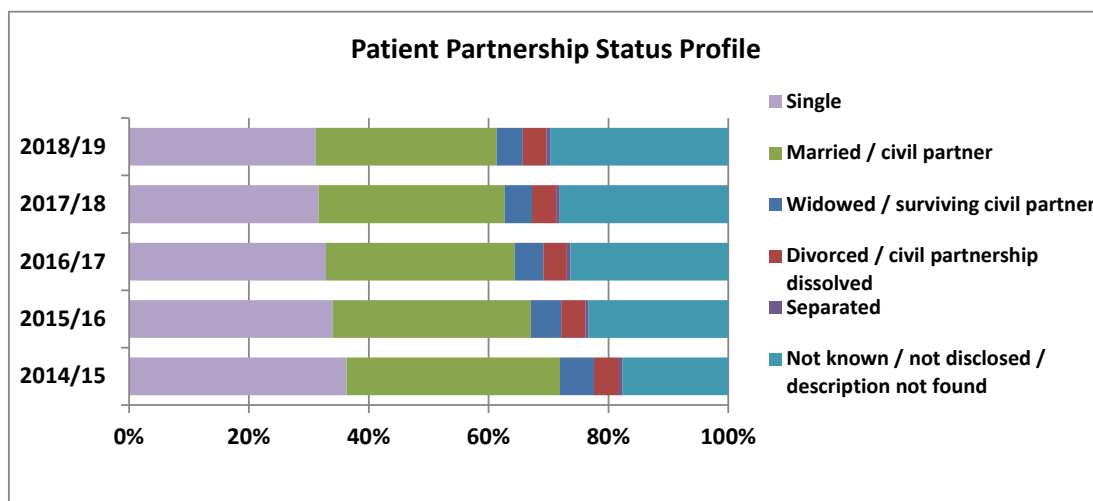


Figure 2: Partnership Status Profile, 2014/15 – 2018/19
(Source of data: CHH-BI Views – Reporting Services Report)

The ethnicity of patients/service users who had a first contact with the Trust over the period is provided at Figure 3. Some 74.9% (307,702) were listed as White/British with a further 2.9% (11,780) identifying themselves as 'White – Other'. 18.5% of patients had not stated their ethnicity.

The highest representations of other ethnic groups were: Other Ethnic Group (1.6%), Asian/Asian British – Other Asian (0.3%), Other Mixed Background (0.3%), Black African (0.3%), Asian/Asian British – Indian (0.2%) and White and Asian (0.2%).

Figures 3 and 4 provide an overview of the ethnicity profile of the patient population over the last five years.

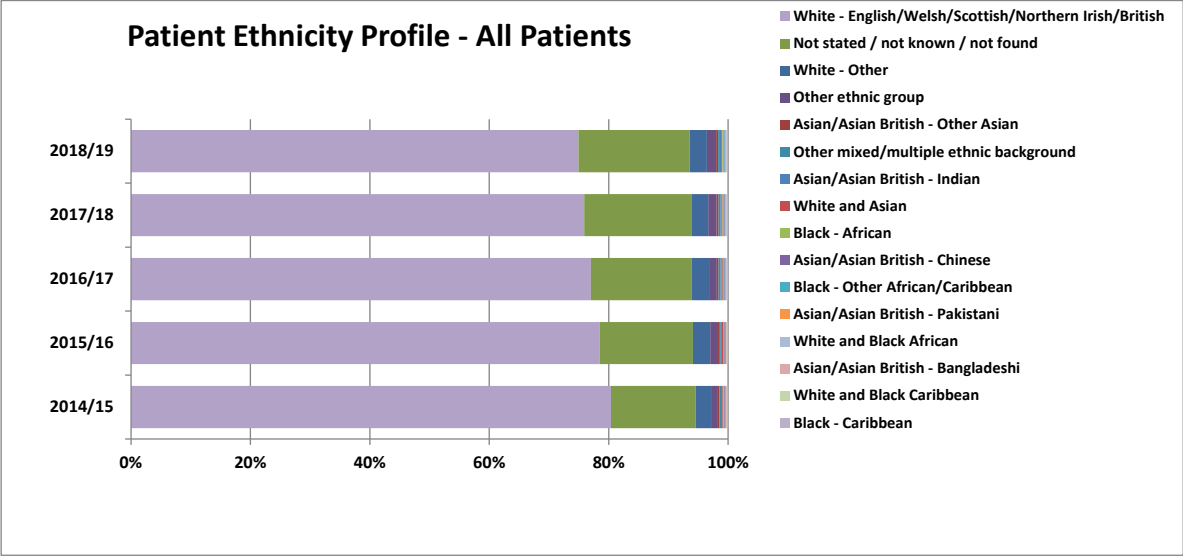


Figure 3: Patient Ethnicity Profile, 2014/15 – 2018/19: All Patients (Source of data: CHH-BI Views – Reporting Services Report)



Figure 4: Patient Ethnicity Profile, 2014/15 – 2018/19: Excluding White British and Not Stated categories (Source of data: CHH-BI Views – Reporting Services Report)

The data held by the Trust in relation to a patient/service user's religion or belief is incomplete. The Trust does not have a record of the religion or belief for 50% of patients and, of the remaining 50%, the religion is predominantly Christian (39.6%).

Translation and Interpretation Services

Communication presents a major barrier to accessing health care for people who are 'Limited English Proficient' due to impairment or because their first language is not English. Equally, communication difficulties present healthcare staff with barriers to the delivery of safe, effective, patient focused care. This has major implications for healthcare quality, governance and risk management

Prior to April 2018, the Trust used several different suppliers to provide language and interpreting services. The cost was increasing year on year and there were concerns over the quality of the interpreting provided as there was no means of checking the interpreter's credentials. In order to ensure quality and value for money, the Trust invited several companies to tender for the contract and, following the selection process, Language Line Solutions (LLS) was appointed to provide this service for a four year period from April 2018.

The Trust now has access to telephone, video and face-to-face interpretation services.

Figure 5 below provides a summary of the range of language translation services provided during 2018/19. The largest user of foreign language interpretation services is the Obstetric Service.

Language	Minutes Used	Calls	Language	Minutes Used	Calls	Language	Minutes Used	Calls
Romanian	13,558.5	925	Tigrinya	522.9	28	Bosnian	61.3	4
Polish	12,792.5	845	Cantonese	518.9	35	Serbian	56.0	5
Arabic	5,423.7	371	Vietnamese	495.2	31	Portug.Creole	54.0	2
Sorani	3,988.6	263	Amharic	476.5	38	Tagalog	53.9	2
Swahili	3,868.5	258	Dari	357.6	21	French	49.5	5
Russian	2,757.7	165	Portuguese	339.8	27	Igbo	45.8	4
Lithuanian	1,635.0	115	Punjabi	273.1	18	Tamil	43.2	5
Mandarin	1,212.3	94	Bengali	260.5	20	Japanese	28.2	2
Latvian	1,032.9	69	Hungarian	246.0	14	Nepali	19.7	1
Spanish	1,002.5	70	Slovak	211.0	12	Thai	14.0	2
Farsi	952.8	71	Urdu	208.4	14	Indonesian	12.8	1
Turkish	881.3	55	Czech	147.0	10	Chin	12.2	2
Somali	795.4	52	Pashto	138.9	10	Flemish	9.5	1
Bulgarian	792.4	53	German	125.6	10	Portuguese Br.	9.1	1
Oromo	597.5	39	Behdini	109.3	7	Croatian	7.0	1
Albanian	575.5	39	Italian	83.0	8	Laotian	7.0	4
Kinyarwanda	527.5	36	Sudanese Arabic	76.1	4	Karen	2.7	1
Totals							57,370.3	3,870

Figure 5: Telephone Interpretation Service Requests, 2018/19
(Source of data: LLS)

Patient Information

The Trust has introduced a number of initiatives to assist in making information more accessible to patients and service users. These include:

- The use of QR codes for Trust-published patient information leaflets. This enables the user to scan a leaflet code with a QR reader installed on a mobile phone or tablet and download a copy of the leaflet directly on to their device.
- BrowseAloud software has been installed on the Trust's website. The software allows the user highlight text on the website and convert this into speech so that they can listen to the content. They can use the translator function to convert the text into their native language and play back the content in that language. There is an MP3 creation facility to create a spoken file to save to their portable device for playback

later. In addition, screen mask and simplifier functions enable the user to remove 'noise' from the screen display to allow the user to concentrate on the information they wish to read.

- Key documents can be made available in alternative formats, including Braille, Audio or large print.
- Leaflets for patients whose ability to communicate and/or understand information has been impaired as a result of a stroke or neurological condition. These include PEG tube information, a risks and benefits booklet, a pain chart, Dysphasia-friendly leaflets and information on Dysarthria.

In addition, the Trust has put a number of measures in place to assist staff in meeting the communication or information support needs of patients or their carers. These include:

- Access to copies of the Hospital Communication Book produced by the Surrey Learning Disabilities Partnership Board are available for staff to access to assist patients
- A range of resources via the Trust's intranet to support communication with people with learning disabilities (including leaflets on making information accessible and communication with people with learning disabilities)
- An Accessible Communications Policy for staff supported by an 'Accessible Information – Procedure for Communicating with Patients and Service Users via email and text message'
- E-learning modules on the Accessible Information Standard
- An Accessible Information website on the intranet with links to useful resources and other websites such as the Learning Disabilities intranet site.
- Provision of a new TextTalk phone for use by staff within the Appointment and Referral Centre.

The Trust has implemented the 'Patient Knows Best' (PKB) online system which enables patients to keep track of hospital visits and play a more active role in managing their own health care and medical record. In the initial implementation phase patients can sign up to receive electronic notification of their appointments using the device of their choice (eg mobile phone, tablet, desktop computer).