

Patients who use the Trust's Services

During the period April 2017 to March 2018, 412,351 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 412,351 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 4 years is provided in Figure 1 below.

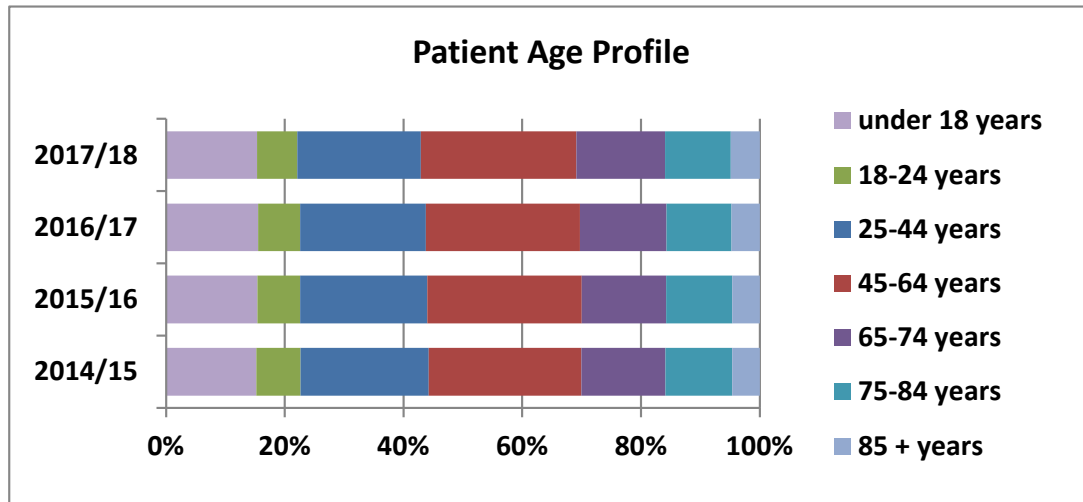


Figure 1: Patient Age Profile, 2014/15 – 2017/18
(Source of data: CHH-BI Views – Reporting Services Report)

Figure 2 provides an overview of the partnership status of patients/service users. Some 31.6% of patients identified as being single, with 31.1% being married or in a civil partnership. However, data was incomplete for 28.1% of patients with their partnership status being either unknown, not disclosed or not recorded.

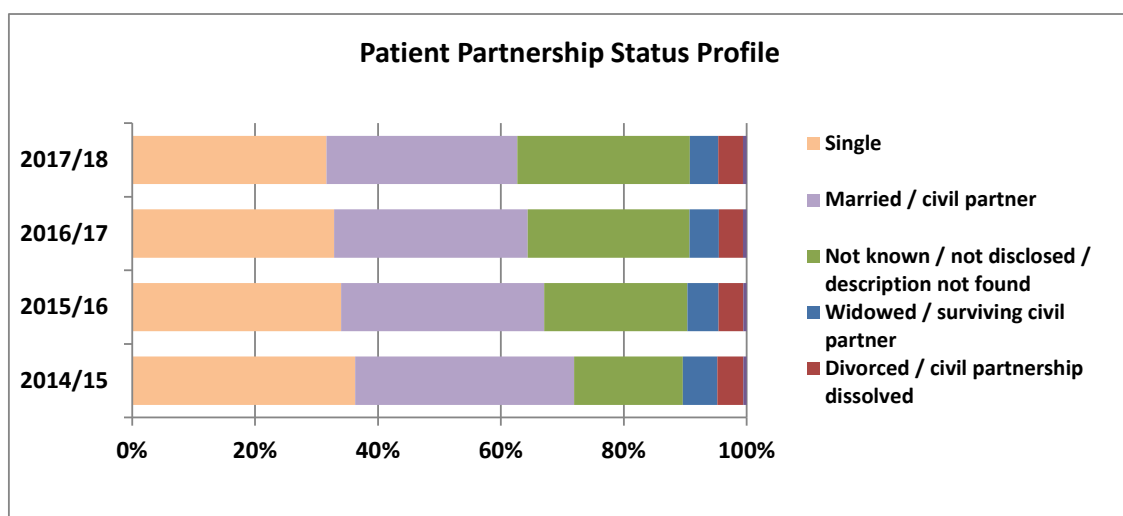


Figure 2: Partnership Status Profile, 2014/15 – 2017/18
(Source of data: CHH-BI Views – Reporting Services Report)

The ethnicity of patients/service users who had a first contact with the Trust over the period is provided at Figure 3. Some 75.93% (313,108) were listed as White/British with a further 2.82% (11,637) identifying themselves as 'White – Other'. 17.91% of patients had not stated their ethnicity.

The highest representations of other ethnic groups were: Other Ethnic Group (1.39%), Asian/Asian British – Other Asian (0.33%), Other Mixed Background (0.30%), Black African (0.25%), Asian/Asian British – Indian (0.20%) and White and Asian (0.17%).

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

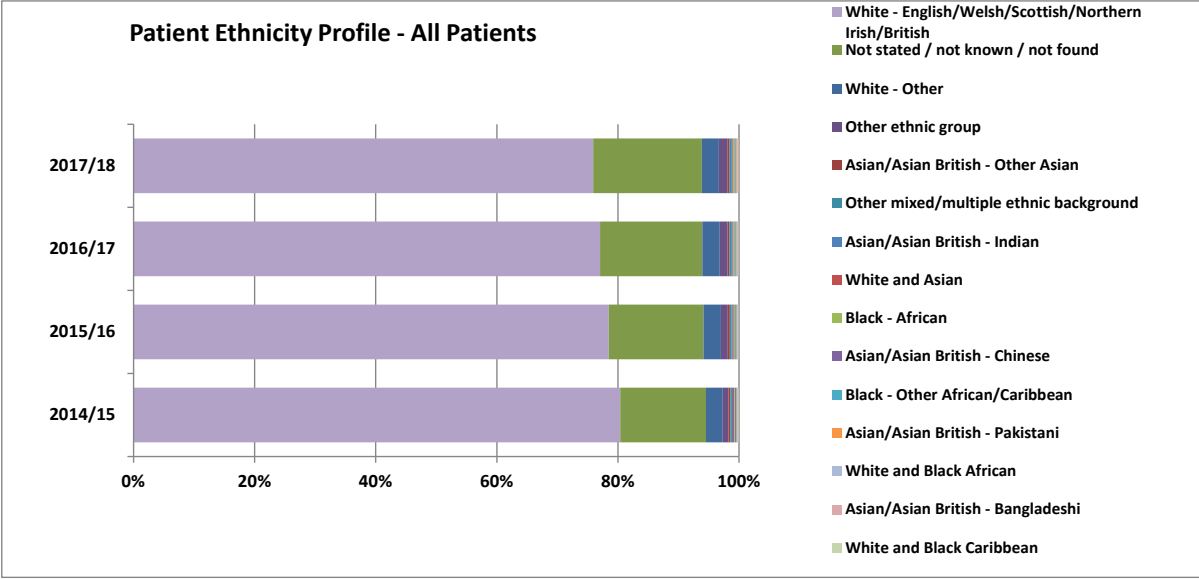


Figure 3: Patient Ethnicity Profile, 2014/15 – 2017/18: All Patients (Source of data: CHH-BI Views – Reporting Services Report)

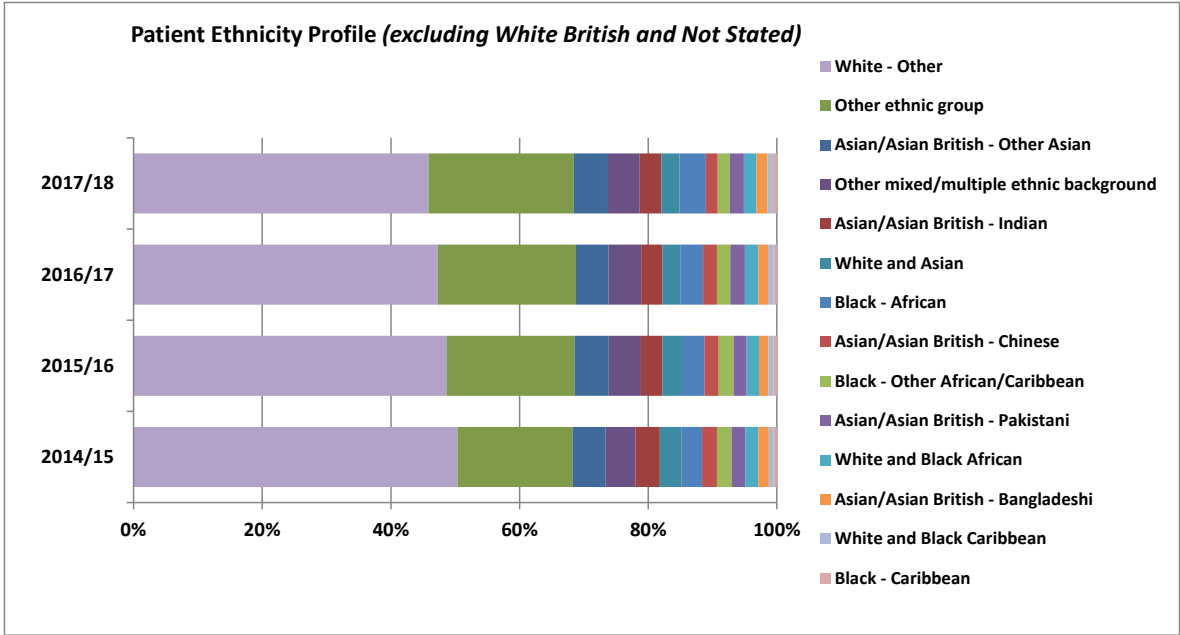


Figure 4: Patient Ethnicity Profile, 2014/15 – 2017/18: Excluding White British and Not Stated categories (Source of data: CHH-BI Views – Reporting Services Report)

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 35% of patients and, of the remaining 65%, the religion is predominantly Christian.

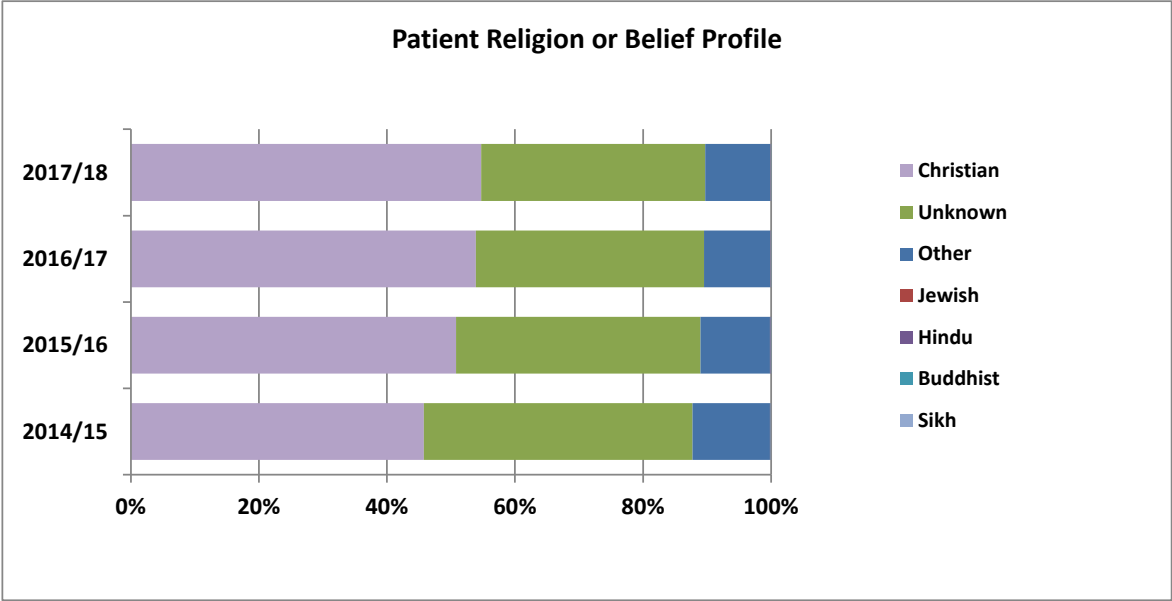


Figure 5: Religion or Belief of All Patients, 2014/15-2017/18
 (Source of data: CHH-BI Views – Reporting Services Report)

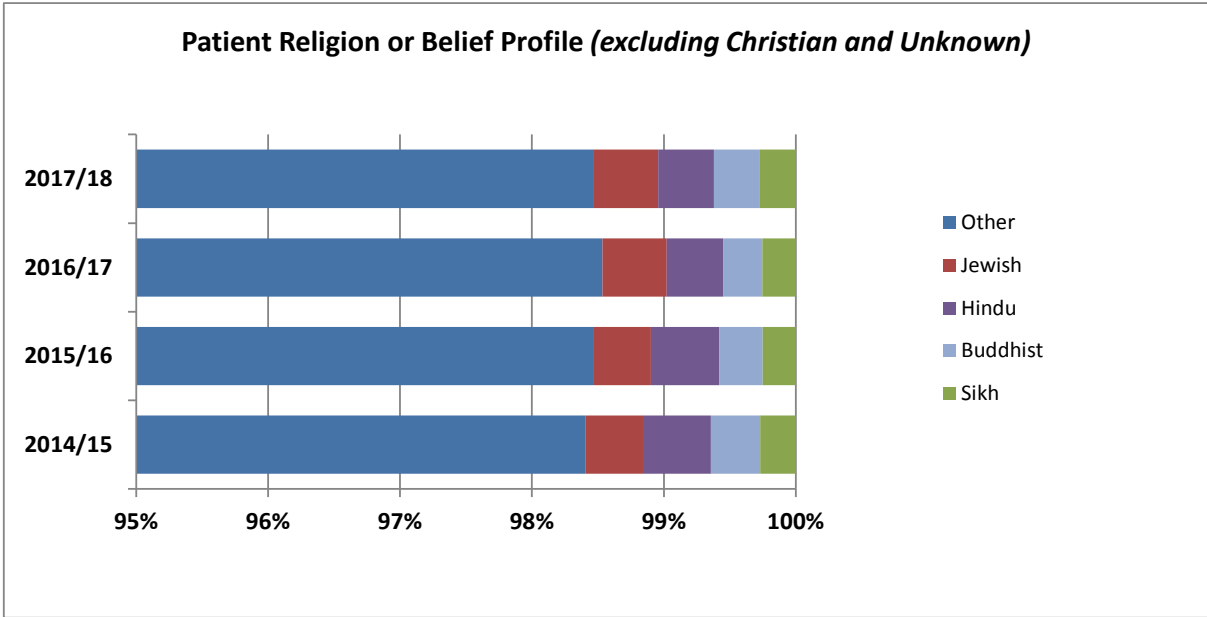


Figure 6: Religion or Belief of Patients (excluding Christian and Unknown categories), 2014/15-2017/18

Translation and Interpretation

If English is not a patient's first language and they have difficulty in talking with members of staff, the Trust offers an interpreter service. A member of staff will arrange for an interpreter to assist the patient.

Figure 7 below provides a summary of the range of language translation services provided during 2017/18. Some 10,465 requests for interpreter services were responded to.

LANGUAGE	
Polish	Arabic
Russian	Romanian
Kurdish	Lithuanian
Latvian	Bengali
Swahili	Mandarin
Persian (Farsi)	Turkish
Hungarian	Cantonese
Slovak	Czech
Spanish	Punjabi
Kurdish-Sorani	Bulgarian
Portugese	Urdu
Kinyarwanda	Albanian
French	Dari
Hindi	Hakka
Kurdish-Badini	Somali
Tigrinya	

*Figure 7: Interpreter Service Requests, 2017/18
(Source of data: Global Accent)*

In seeking to improve access to interpretation services, both in person, face to face and online, the Trust undertook a competitive tendering exercise in 2017/18. Language Line Solutions (LLS) was appointed as contractor for all interpreter services, including British Sign Language, on 3 April 2018 ensuring access to interpretation services 24 hours a day, 7 days a week.

The Trust is able to provide translations of key documents on request.

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.