

Urology Action Plan

Recommendation	Key activity	Progress milestones (how do we know we have done it?)	Officer Responsible
1. Ensure there are clear links and pathways for patients aged 16 and 17 years old and not in full time education who may blur the boundaries between child and adult care.	Write protocol for managing patients aged 16 and 17 years old and not in full time education who may blur the boundaries between child and adult care.	Protocol signed off within 3 months of transfer.	Specialty Manager
2. Ensure that commodes and continence products are readily accessible for inpatients and outpatients.	Assess equipment and stock levels required for service.	Equipment and stock levels sufficient.	Matron
3. The appropriate obstetric team should be informed of treatment for any of their pregnant patients.	Write protocol for liaising with obstetric teams for pregnant patients.	Protocol signed off within 3 months of transfer.	Specialty Manager
4. Ensure there is provision for women wishing to breastfeed in both inpatient and outpatient settings.	Space identified, labelled and staff informed.	Accommodation plan approved.	Project Manager

Bristol, North Somerset and South Gloucestershire NHS organisations are working together in partnership to deliver the Healthy Futures Programme

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5. Recognition that some strict Muslim patients may prefer not to drink water during Ramadan and should be offered the opportunity to change their appointment for after the festival.	Draft standard appointment letter including sentence asking patients to contact the service if there is a problem with the time of their appointment.	Standard appointment letter signed off.	Project Manager
6. Outpatient clinics are held in accessible locations.	All clinic spaces are assessed to ensure they are accessible for wheelchair users and patients with walking aids such as sticks or crutches.	Accommodation plan reflects this.	Project Manager
7. All written communications provided in appropriate language.	Standard appointment letters to include a line requesting patients needing a translator to get in touch with the service.	Standard appointment letter template agreed.	Project Manager
8. Inpatients are given information about the Chaplaincy Service.	A leaflet about the Chaplaincy Service is given to all patients when admitted to the ward.	Leaflet included in admittance pack.	Matron
9. Patients are offered to be treated by staff of the same sex or offered a chaperone of the same sex if this is not possible.	Staff are aware of the Trust's Chaperone Policy and the right to be treated by staff of the same sex if possible and offer this to patients. Signs in clinics promote this.	Include in local induction	Specialty Manager Matron
10. Staff should be encouraged to record equality data for patients' to ensure that all equality groups access the service proportionally.	Promote with urology staff the Trust requirement to record equality data.	Recording rates increase.	Specialty Manager Matron

This action plan should be reviewed after 6 months and at appropriate intervals thereafter.

In addition to the Urology specific recommendations outlined above, this Equality Impact Assessment identified a number of general recommendations. These activities are covered by Trust-wide inductions and training programmes already, but it is recommended that the Project Manager highlights these to the Training and Development team to demonstrate their importance in service delivery. These recommendations are to include the following in the statutory and mandatory training for staff:

- Mental health training.
- Training around consent and confidentiality.
- Training on how to treat people with respect and dignity.
- Training on the use of plain English.
- Awareness of different options for communicating with patients with sensory impairments and how to access these options.
- Awareness of how to access/ translate information into a suitable format for patients with learning disabilities.
- Awareness of potential sensitivities for patients who have undergone gender reassignment.
- Awareness of how to access/ translate information into other languages.
- Awareness of different sexual orientations.