

## Equality Impact Assessment, v2

<b>The Groups Engaged With on GP Practice Reform (Locality Plan) and APMS consultation (All groups)</b>		
<b>Gender</b>	All Groups, Patient Forum	Consultation Survey in practice
<b>Religion/Belief</b>	Citizen's Advice Bureau (CAB), SWAP,	Consultation Survey in practice
<b>Age</b>	Age UK. Byou+, Ashton YMCA, Patient Forum, Embrace Wigan and Leigh, Healthwatch Wigan Think Ahead Community Stroke Group, Wigan and Leigh Carers Centre,	Consultation Survey in practice
<b>Disability</b>	Embrace Wigan and Leigh, Think Ahead Community Stroke Group, Patient Forum, Autistic Wigan, CAB, Healthwatch Wigan, Wigan Inclusion and Independent Living,	Consultation Survey in practice
<b>Ethnicity/Race</b>	SWAP,	Consultation Survey in practice
<b>Sexual Orientation</b>	Byou+, LGBTQ Foundation	Consultation Survey in practice
<b>Carers</b>	Wigan and Leigh Carers Centre Wigan and Leigh Hospice, CAB, Healthwatch Wigan, Think Ahead Community Stroke Group	Consultation Survey in practice
<b>Deprivation</b>	Innovate and Inspire, Wigan Inclusion and Independent Living, CAB, Embrace Wigan and Leigh, The Brick, YMCA, Abram Ward Community Co-operative,	Consultation Survey in practice
<b>Pregnancy &amp; Maternity</b>		Consultation Survey in practice
<b>Gender Reassignment</b>	Age Uk, Byou+, LGBTQ Foundation	Consultation Survey in practice

<b>Marriage &amp; Civil Partnership</b>	CAB	Consultation Survey in practice
<b>Veterans</b>	CAB, Walking with the Wounded,	Consultation Survey in practice

<b>Will this have positive or negative impact</b>		
	<b><i>POSITIVE</i></b>	<b><i>NEGATIVE</i></b>
<b>Gender</b>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups). Some provide Well Women clinics for example.</p> <p>If a practice was to close, merge, or start to see more patients, this may have an impact on access to a female GP. This was highlighted as an important factor by some respondents to the consultation.</p>

<p><b>Religion &amp; Beliefs</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p> <p>Continued access to high quality GP services is important (all groups).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>If change in service affects staff availability, need to be aware that some religion/cultures females cannot interact with male health and social care staff, e.g. Muslim females cannot see male doctors (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>More time required with GP's on first visit for registration and initial checks (Issue raised during review of Primary Care Reform for Locality Plan).</p>
<p><b>Age</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>For people of working age, extended hours access currently available at APMS practice is important and sometimes a deciding factor when choosing a practice.</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Bus routes and times of appointments (bus passes don't work before 9.30am) are important. Walking to the practice is important.</p>

	<p>If APMS practices were updated, it would be good to be able to offer additional support to patients who are most affected; for example people with mental health problems, carers and the elderly.</p> <p>Access for elderly patients is really important, in terms of physical accessibility and accessibility of appointments.</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Phone and video consultation seen as positive for younger people (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>Parents with young children would be affected if opening hours were reduced. Concern that it would lead to more visits to the walk-in-centre. Some parents have chosen a practice near the child’s school due to convenience.</p> <p>An issue raised during review of Primary Care Reform – Locality Plan was the potential ageism with GPs. Older people with mental health issues for example may not get the best advice and issues may be put down to age. Older people sometimes feel like a burden. Attending the GP and getting comments like ‘oh it’s you again’ when they have multiple conditions and need to see the GP more so sometimes stops people attending.</p> <p>More money and investment needed to improve end of life care. District nurse and GP availability is very poor for end of life care. Staff very hard to get hold of and not enough GPs for night visits if patients wish to die at home sometimes they need to ring 999 rather than dying at home (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Receptionist can be a barrier (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Phone and video consultation seen as negative for older people (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>There is confusion over the role of named GPs for older</p>
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		<p>patients this needs clearly explain as they think they have to see the same GP all the time (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Concern's that older patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there (Issue raised during review of Primary Care Reform for Locality Plan).</p>
<p><b>Disability</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>It would be good to be able to offer additional support to patients who are most affected; for example people with mental health problems, carers and the elderly.</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Concern was raised that closing any practices would have an impact on people with low mobility, as they may have to travel further to access a GP service. This concern is also relevant to considerations around alternative locations to access appointments in extended hours and if people would have to travel further, this may be difficult for people with mobility problems. Services must be accessible and have things like abundant disabled parking and be accessible by public transport.</p> <p>Being able to access an appointment in a reasonable time frame at the practice is important, and would prevent people from accessing other services like A&amp;E.</p> <p>Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no</p>

	<p>Seven day access to GP services in Wigan Borough is seen as positive (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Mental health and long term conditions patients are frustrated of sharing their story over again it can be painful and regressive for them. Share to care is a good system (Issue raised during review of Primary Care Reform for Locality Plan).</p>	<p>negative impacts for them if they cannot get there.</p> <p>Patients with long term conditions value the additional services provided by the practices and would not want a reduction in service provision. E.g. Warfarin clinic, blood clinic.</p> <p>Continuity of care is also important to people with long terms conditions and seeing their own GP at their own practice. Not having to 'start again' and give their medical history.</p> <p>Patients with chronic illness or long term condition raised concern that if the practice offered services to patients form elsewhere in the Borough; this may result in an increased wait for appointments. Speedy access is important. Patients from those practices may also struggle to travel.</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Bus routes and times of appointments (bus passes don't work before 9.30am) are important. Walking to the practice is referenced as important.</p> <p>Patients with mental health illnesses are referenced as meaning that they would need more support during any period of change. Concerns that it will mean a delay in their recovery.</p> <p>Phone and video consultation seen as a negative for some</p>
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		<p>disabilities (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Flags needed on system to show service user's needs (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>People will have an issue going to different GP's due to trust issues especially people with mental health conditions and learning disabilities (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Accessibility of information in GP practices is a problem including notice boards and the huge number of posters. People with visual or sensory impairment have issues accessing deferent premises and need the familiarity of the place they have learned to navigate (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Accessibility of services for people with Autism / LD. Standard appointment time, i.e. 10-15 minutes is an issue. Too short, may result in repeat attendances or need to use an advocate which takes away independence. All information must be accessible (feedback from Autism group crosses all services).</p>
<p><b>Ethnicity/Race</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to</p>

	<p>practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>access services which is seen as a positive (all groups)</p> <p>Language barriers more work needed (Issue raised during review of Primary Care Reform for Locality Plan).</p>
<p><b>Sexual Orientation</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p> <p>Continued access to high quality GP services is important (all groups).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Better GP educations as GPs don't have enough information. There is a wide variation of service from GP's in the borough some are really good and some are not. Variation in same practice due to better service from some GP's (Issue raised during review of Primary Care Reform for Locality Plan).</p>
<p><b>Carers</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p>



	<p>groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>It would be good to be able to offer additional support to patients who are most affected; for example people with mental health problems, carers and the elderly.</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p> <p>Increasing accessibility of GP service is great as it can be difficult for carers. If a carer has to wait 2 weeks to see a GP this can potentially impact on the person they are caring for (Issue raised during review of Primary Care Reform for Locality Plan).</p>	<p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Carers would be impacted by changes such as closing an APMS practice or reducing opening hours. Having to travel further or having a reduction in flexibility of access causes this group concern.</p> <p>Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Receptionists are a barrier (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Some GPs are not working to the gold standard framework a carer should get seen straight away or as soon as possible when they attend for an appointment so it does not impact on their caring responsibility (Issue raised during review of Primary Care Reform for Locality Plan).</p>
<p><b>Deprivation</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p>

	<p>groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p> <p>Community link workers are helpful for homeless but they can't refer into the service themselves and neither can a charity. Going through a GP adds barriers and slows the process down (Issue raised during review of Primary Care Reform for Locality Plan).</p>	<p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Being able to walk to the practice is important for people who don't drive. People who do not have money for public transport also need to be able to access a service within walking distance</p> <p>Services need to be easily accessible via public transport.</p> <p>Accessibility of other 'linked' services, such as Pharmacies is important.</p> <p>Local services mean a lot to deprived communities.</p> <p>High levels of deprivation in an area could lead to patients in that area having greater needs and needing more appointments.</p> <p>Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no negative impacts for them if they cannot get there (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Traveling to other GPs may be expensive (Issue raised during review of Primary Care Reform for Locality Plan).</p>
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<p><b>Pregnancy and Maternity</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups). Some APMS practices currently offer ante natal services for example.</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p>
<p><b>Gender Reassignment</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Concern's that patients will face a negative impact if the refuse any appointment at other GP practices there needs to be no</p>

	<p>practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>negative impacts for them if they cannot get there (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>There is a wide variation of service from GP's in the borough some are really good and some are not (Issue raised during review of Primary Care Reform for Locality Plan).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p>
<p><b>Marriage and civil partnership</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p>

<p><b>Veterans</b></p>	<p>Opportunity to improve an APMS contract and offer more services at those practices is generally seen as a positive (all groups).</p> <p>Opportunity to update targets and objectives at the APMS practices to meet local patient needs is generally seen as a positive (all groups).</p> <p>Continued access to high quality GP services is important (all groups).</p> <p>Having consultants available in practice is seen as a positive for all groups (This refers to having more services located in practices, some hospital services for example – Locality Plan Primary Care Reform).</p>	<p>A reduction in any services currently offered by the APMS practice may be an issue for specific groups (all groups).</p> <p>Offering more services in the practice would reduce the amount of people having to travel to hospital locations to access services which is seen as a positive (all groups)</p> <p>Better information regarding veterans is not available with GPs (Issue raised during review of Primary Care Reform for Locality Plan).</p>
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