

# Meeting the general equality duty

**Which of the three aims is this information relevant to?**

- **Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.**
- **Advance equality of opportunity between people who share a protected characteristic and those who do not.**
- **Foster good relations between people who share a protected characteristic and those who do not.**

**How does this information help us to show we are paying due regards to advancing equality?**

By analysing our patient profile by protected characteristic we can look at which patient groups are accessing our services. It enables us to look at patterns of service uptake and understand our patient flows. This can help us identify and understand any potential inequalities of access. A heightened awareness can help us to take a more proactive approach in ensuring equity of access across all the protected characteristic groups.

Data presented in this document covers the period from 1 April 2019 to 31 March 2024, split into individual financial years across each of the Care Groups.

The Care Group structure has been introduced during the last financial year to better align each of the services and specialties, which were previously structured into Divisions. The ethnic categories across our acute and community services have also been updated to match the definitions in the NHS Data Dictionary, all systems now use the national list of sixteen categories, plus 'Not known' and 'Not stated'

To apply these changes, the full dataset has been fully refreshed for the previous five years activity rather than merging this year's data on to previously published information.

Overall, the volume of patients accessing the Trust continued to increase during the year 2023/24. This highlights the continued recovery from the effect the Covid-19 pandemic had on our services, the continued work to reduce our waiting list and a rise in demand for our services.

## ACUTE INPATIENT ACTIVITY

Inpatient activity is for all patients admitted to a bed within the Trust. This includes all emergency admissions to a ward, along with day case attendances and elective admissions across all Trust sites. Patients who stay in A&E are excluded.

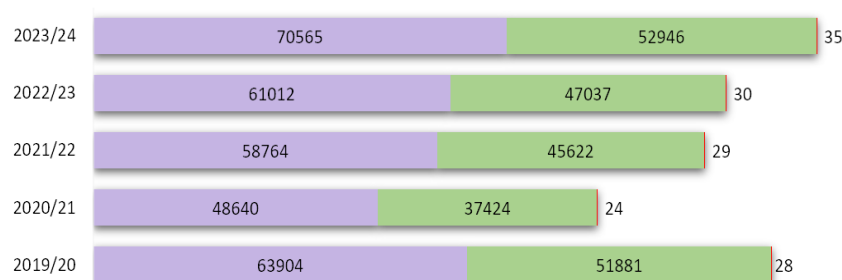
### Inpatients By Gender

Overall, the proportion of inpatient activity across genders within the financial year 2023/24 has moved more than in the previous three years which averaged 56.4%, female patients accounted for 57.1% of all admissions to the Trust in the last year which is an increase of 0.67% from the previous year.

Over the last five years the gap between female and male patients has increased from 10.4% in 2019/20 to 14.3% in 2023/24.

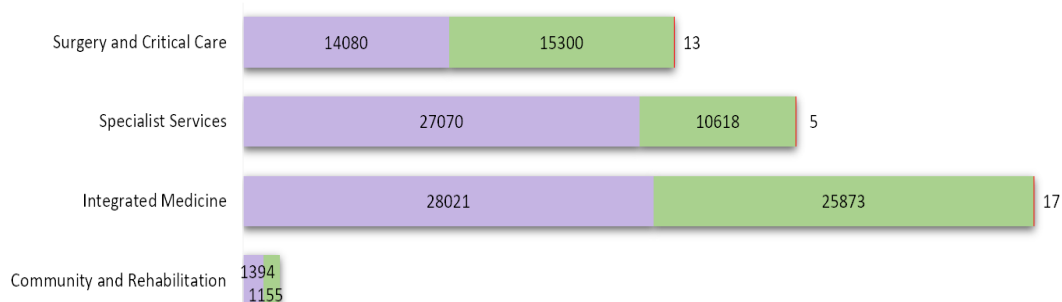
All patient volumes are based on the refreshed dataset and the current gender recorded for each patient. Non-binary patients are now shown for all five years in red throughout the acute section of this document, including to the right of the below.

INPATIENT ADMISSIONS



	2019/20	2020/21	2021/22	2022/23	2023/24
Female	63904	48640	58764	61012	70565
Male	51881	37424	45622	47037	52946
Non-Binary	28	24	29	30	35

CARE GROUP INPATIENT ADMISSIONS 2023/24



	Community and Rehabilitation	Integrated Medicine	Specialist Services	Surgery and Critical Care
Female	1394	28021	27070	14080
Male	1155	25873	10618	15300
Non-Binary		17	5	13

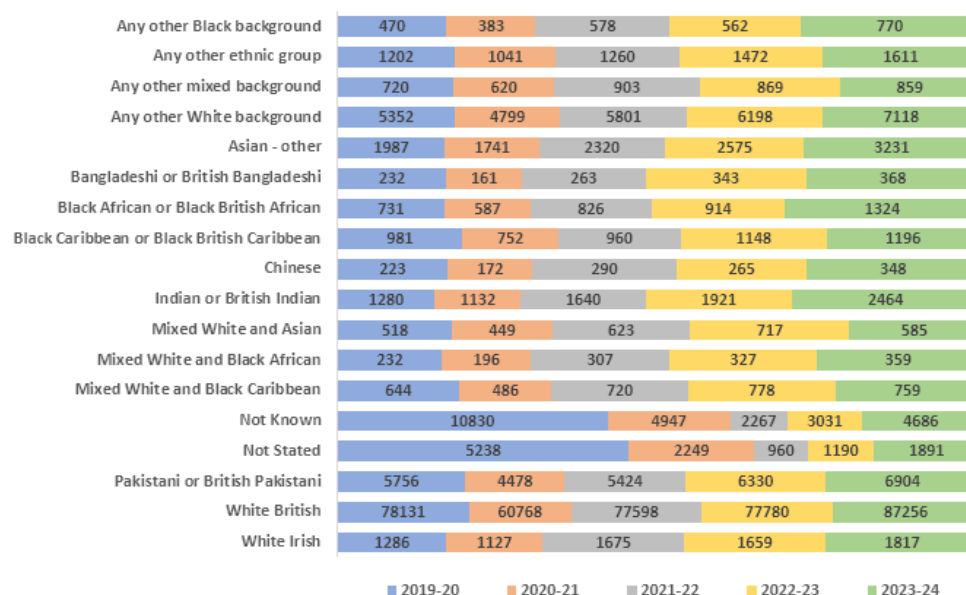
## Inpatient Ethnicity

The data for ethnicity capture has been refreshed for the previous five years to match the current ethnicity groups recorded in our patient records.

The patients recorded in groups 'Not Stated' or 'Not Known' are those who have not given an answer or have not been asked the question regarding their ethnicity. This group has risen over the last year from 3.91% in 2022-23 to 5.32% in 2023/24. Whilst still lower than pre Covid-19 levels, the rise in this cohort is higher than expected and continues to be targeted as part of our data quality monitoring and during training briefings for staff at point of contact with patients.

Ethnic Category	2019-20	2020-21	2021-22	2022-23	2023-24
Any other Black background	470	383	578	562	770
Any other ethnic group	1202	1041	1260	1472	1611
Any other mixed background	720	620	903	869	859
Any other White background	5352	4799	5801	6198	7118
Asian - other	1987	1741	2320	2575	3231
Bangladeshi or British Bangladeshi	232	161	263	343	368
Black African or Black British African	731	587	826	914	1324
Black Caribbean or Black British Caribbean	981	752	960	1148	1196
Chinese	223	172	290	265	348
Indian or British Indian	1280	1132	1640	1921	2464
Mixed White and Asian	518	449	623	717	585
Mixed White and Black African	232	196	307	327	359
Mixed White and Black Caribbean	644	486	720	778	759
Not Known	10830	4947	2267	3031	4686
Not Stated	5238	2249	960	1190	1891
Pakistani or British Pakistani	5756	4478	5424	6330	6904
White British	78131	60768	77598	77780	87256
White Irish	1286	1127	1675	1659	1817
<b>Grand Total</b>	<b>115813</b>	<b>86088</b>	<b>104415</b>	<b>108079</b>	<b>123546</b>

Overall, the increase in ethnicity information being collected is in line with the year on year growth of inpatient volumes. The largest percentage drop shown is in the White British group, where the proportion of the total volume has dropped by 1.34 percentage points. This ethnic category now accounts for 70.63% of all activity in 2023/24 compared to 71.97% in the previous year.



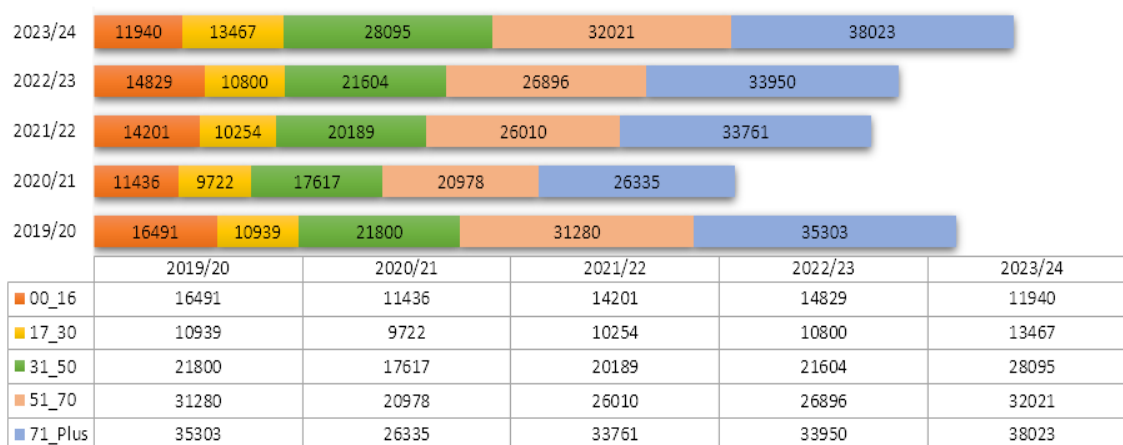
There is a general downward movement in the mixed ethnicity categories which is offset by a rise in more specific categories. For example, the Mixed White and Asian category has seen an 18% drop in volume, which is offset by a rise in the specific Asian category.

### Inpatients By Age

Attendances by age grouping shows similar data to the previous year with a small increase in all age groups heading back toward 2019-20 activity. The return to near normal activity is led by the age group 31-50 being the first to slightly exceed pre-pandemic volumes.

The patient age groups have been redefined for this year's reporting by breaking down the over 50s category in to 51-70 and 71 plus. This allows us a more granular insight than previous years. Again, all the data for the previous five years has been refreshed to enable this change.

Four out of five age groups have seen an ongoing rise in inpatient admissions, with the youngest grouping of zero to sixteen year old patients being the only one that has fallen in 2023/24 compared to 2022/23. This reduced admission number is being driven by more patients being seen in the new Children's Emergency Department rather than being admitted to a bed from A&E for further investigations and treatments through the traditional pathway.

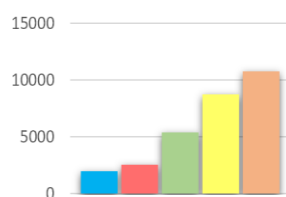


### Inpatient Age by Care Group

The information below is a breakdown of age categories using each Care Group for the 2023-24 activity, with the age groups shown in the table relating to each chart.

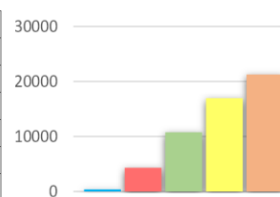
#### Surgery and Critical Care

Age	%	Total
00_16	6.7%	1972
17_30	8.7%	2554
31_50	18.3%	5380
51_70	29.7%	8723
71_Plus	36.6%	10764
Total		29393



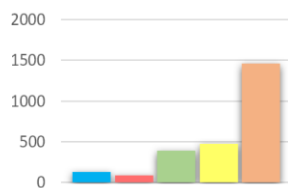
#### Integrated Medicine

Age	%	Total
00_16	0.7%	402
17_30	8.1%	4368
31_50	20.0%	10784
51_70	31.6%	17030
71_Plus	39.6%	21327
Total		53911



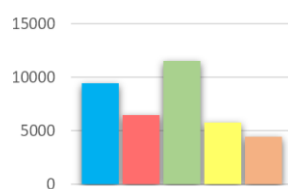
**Community and Rehabilitation**

Age	%	Total
00_16	5.0%	127
17_30	3.6%	92
31_50	15.5%	395
51_70	18.5%	471
71_Plus	57.4%	1464
<b>Total</b>		<b>2549</b>



**Specialist Services**

Age	%	Total
00_16	25.0%	9439
17_30	17.1%	6453
31_50	30.6%	11536
51_70	15.4%	5797
71_Plus	11.9%	4468
<b>Total</b>		<b>37693</b>



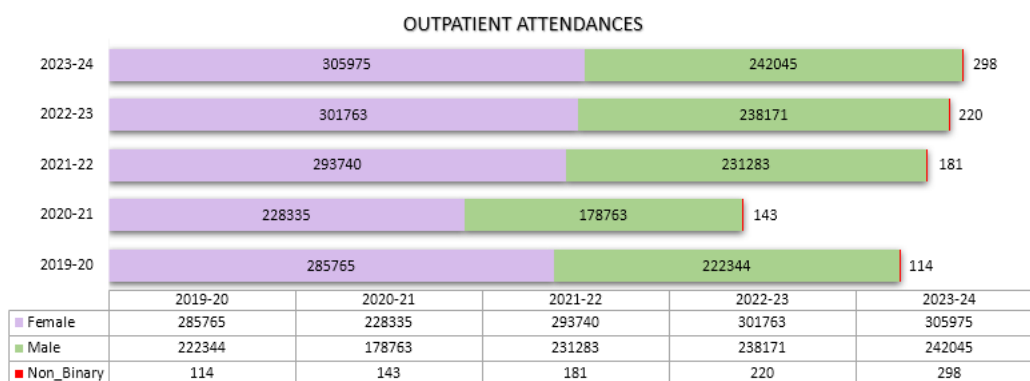
**ACUTE OUTPATIENT ACTIVITY**

The outpatient activity covers all attendances at clinics held across all the trust’s acute care locations and some attendances provided by acute clinical teams at community sites. During the last financial year, the total volume of attended outpatient appointments has again increased to the largest volume of patients seen over the five-year reporting window. The overall growth has slowed with just over eight thousand more patients attending during 2023/24 compared to 2022/23.

**Outpatients By Gender**

As with Inpatient activity, female attendances, at 55.8%, account for the highest proportion of outpatient activity this is driven by some of the specialist and maternity services provided by the Trust.

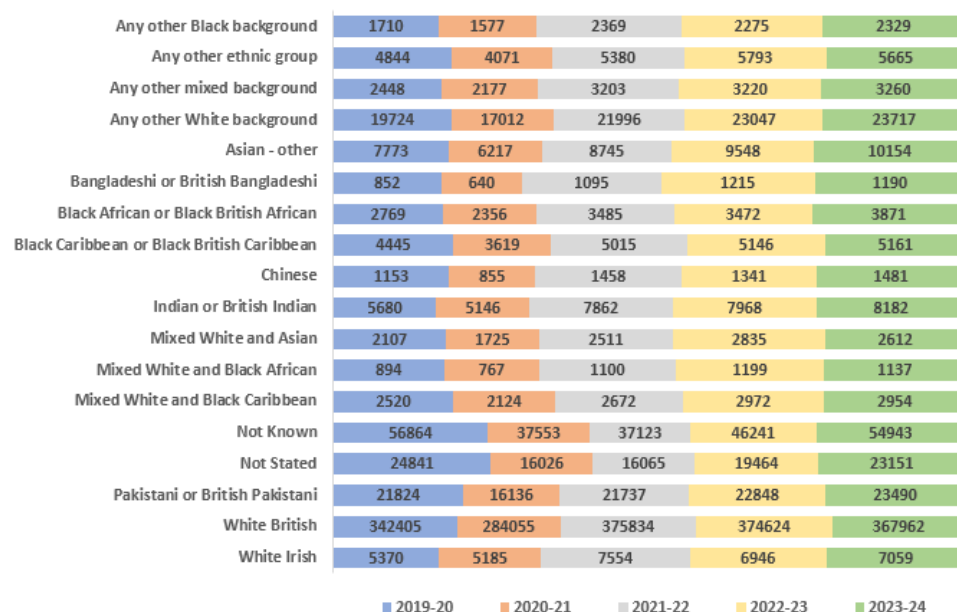
Again, this year’s data also includes patients who identify as Non-Binary and are indicated in red, to the right of the chart below.



## Outpatients By Ethnicity

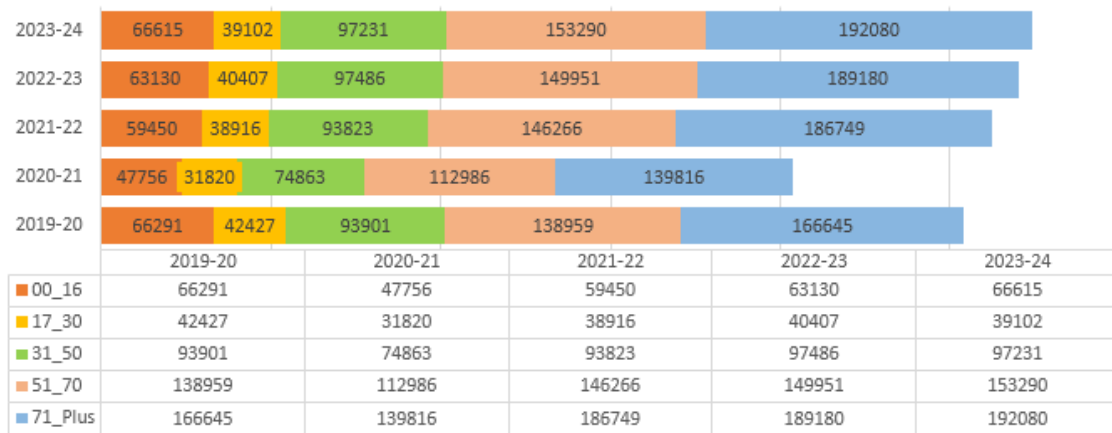
Following the same trend as the Inpatient ethnicity data, the outpatients have also seen a rise in the number of patients recorded as Not Known and Not stated. Again, the percentage of patients recorded as White British has dropped in 2023/24 compared to the previous year and the opposing increase of recording has been spread across a wider range of other ethnic groups.

Ethnic Group	2019-20	2020-21	2021-22	2022-23	2023-24
Any other Black background	1710	1577	2369	2275	2329
Any other ethnic group	4844	4071	5380	5793	5665
Any other mixed background	2448	2177	3203	3220	3260
Any other White background	19724	17012	21996	23047	23717
Asian - other	7773	6217	8745	9548	10154
Bangladeshi or British Bangladeshi	852	640	1095	1215	1190
Black African or Black British African	2769	2356	3485	3472	3871
Black Caribbean or Black British Caribbean	4445	3619	5015	5146	5161
Chinese	1153	855	1458	1341	1481
Indian or British Indian	5680	5146	7862	7968	8182
Mixed White and Asian	2107	1725	2511	2835	2612
Mixed White and Black African	894	767	1100	1199	1137
Mixed White and Black Caribbean	2520	2124	2672	2972	2954
Not Known	56864	37553	37123	46241	54943
Not Stated	24841	16026	16065	19464	23151
Pakistani or British Pakistani	21824	16136	21737	22848	23490
White British	342405	284055	375834	374624	367962
White Irish	5370	5185	7554	6946	7059
<b>Total</b>	<b>508223</b>	<b>407241</b>	<b>525204</b>	<b>540154</b>	<b>548318</b>



## Outpatients By Age

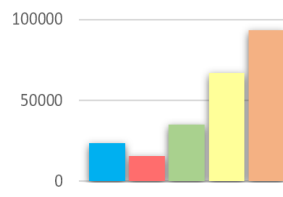
Over the last five years, there has been only a slight movement across the age profile. Those aged between 17 and 50, are the only groups to see a small drop in patient volumes over the last year compared to 2022/23. Paediatric patients and those aged over 50 continue to increase their respective attendance volumes compared to the two previous years.



## Inpatient Age by Care Group

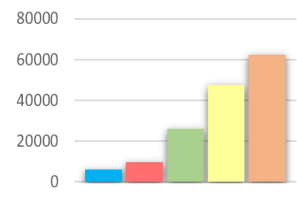
### Surgery and Critical Care

Age	%	Total
00_16	10.0%	23533
17_30	6.6%	15435
31_50	15.0%	35180
51_70	28.6%	67111
71_Plus	39.8%	93393
<b>Total</b>		<b>234652</b>



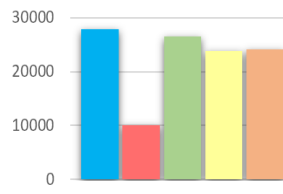
### Integrated Medicine

Age	%	Total
00_16	4.0%	6090
17_30	6.5%	9795
31_50	17.1%	25935
51_70	31.4%	47699
71_Plus	41.0%	62276
<b>Total</b>		<b>151795</b>



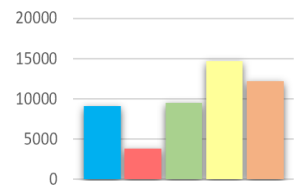
### Specialist Services

Age	%	Total
00_16	24.8%	27925
17_30	8.9%	10014
31_50	23.6%	26622
51_70	21.1%	23807
71_Plus	21.5%	24235
<b>Total</b>		<b>112603</b>



### Community and Rehabilitation

Age	%	Total
00_16	18.4%	9067
17_30	7.8%	3858
31_50	19.3%	9494
51_70	29.8%	14673
71_Plus	24.7%	12176
<b>Total</b>		<b>49268</b>



## Patients who “Did Not Attend” (DNA) outpatient appointments

DNAs are defined as those patients who do not arrive for a booked appointment of any kind and do not notify the Trust in advance. This is different to cancellations which are recorded when patients notify the trust in advance that they cannot attend and many of these appointments can be reallocated to other patients.

Within the gender analysis, the gap remains the same with the total number of Female DNAs still being slightly higher than Male, this is in line with Female patients having the higher number of attended appointments too.

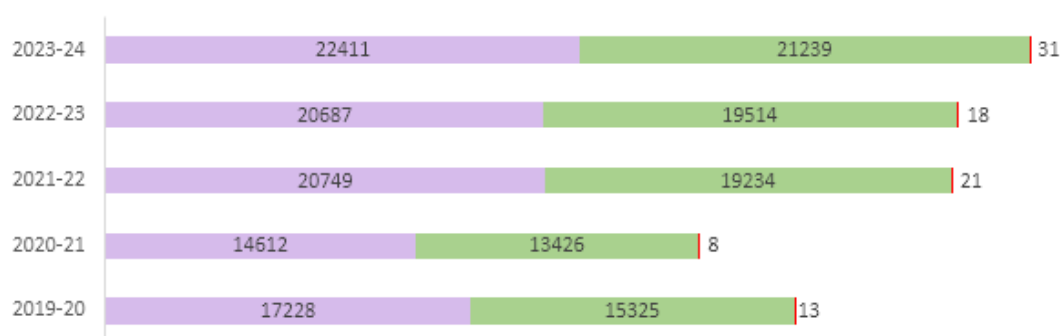
Overall, the number of patients that did not attend an appointment has risen significantly versus the number of planned patient appointments where year on year the number of attendances have increased by a little more than 1.5%, whilst the number of ‘not attended’ appointments rose by 8.6%.

In an effort to reduce the DNA volumes, the Trust is currently expanding the number of services that use an SMS texting service to remind the patient of their upcoming appointments.

There are nine ethnic groups where more than ten percent of the booked appointments have not been attended in 2023/24:

Ethnic Group 2023-24	DNA	ATTENDED	DNA %
Any other Black background	269	2329	10.35%
Any other mixed background	417	3260	11.34%
Asian - other	1172	10154	10.35%
Bangladeshi or British Bangladeshi	146	1190	10.93%
Black African or Black British African	494	3871	11.32%
Black Caribbean or Black British Caribbean	669	5161	11.48%
Mixed White and Black African	146	1137	11.38%
Mixed White and Black Caribbean	401	2954	11.95%
Pakistani or British Pakistani	3155	23490	11.84%

## Outpatients “Did Not Attend” by Gender



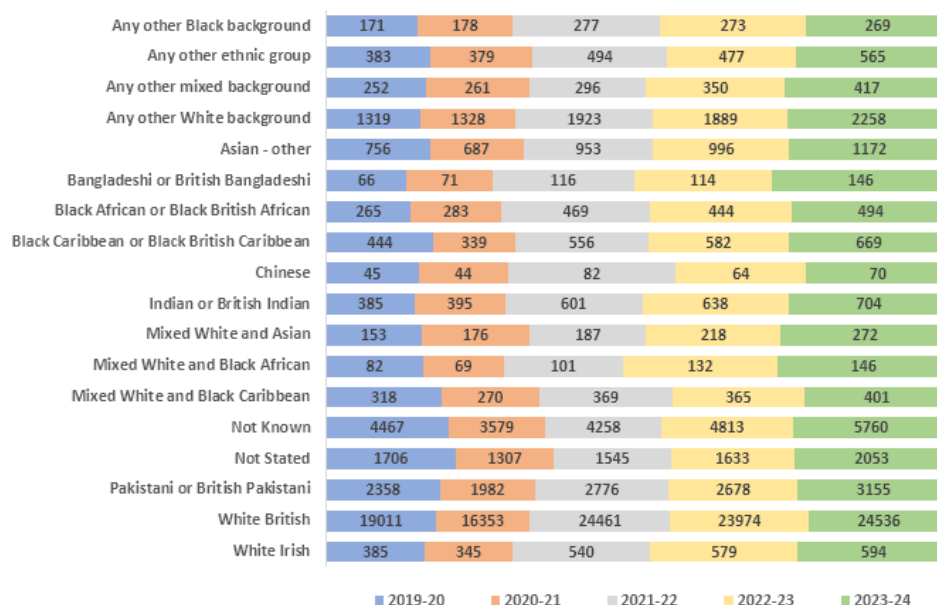
	2019-20	2020-21	2021-22	2022-23	2023-24
Female	17228	14612	20749	20687	22411
Male	15325	13426	19234	19514	21239
Non_Binary	13	8	21	18	31



## Outpatient “Did Not Attend” by Ethnicity

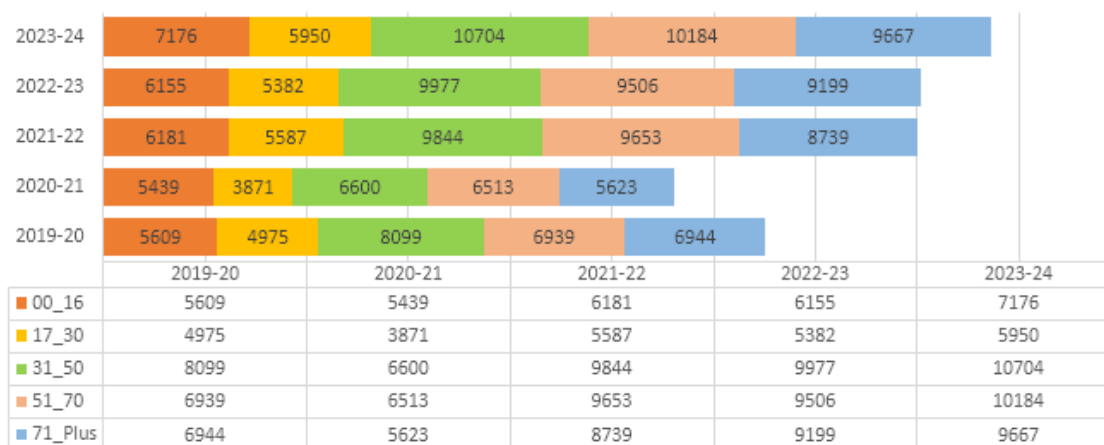
As detailed above, there are specific ethnic groups within the outpatient service that have high DNA rates. The table below shows DNA rates for the previous five years and the 23-24 attendances to calculate the percentage of DNAs for each group over the last year.

Ethnic Group	2019-20	2020-21	2021-22	2022-23	2023-24	Attended	23-24 DNA %
						2023-24	
Any other Black background	171	178	277	273	269	2329	10.35%
Any other ethnic group	383	379	494	477	565	5665	9.07%
Any other mixed background	252	261	296	350	417	3260	11.34%
Any other White background	1319	1328	1923	1889	2258	23717	8.69%
Asian - other	756	687	953	996	1172	10154	10.35%
Bangladeshi or British Bangladeshi	66	71	116	114	146	1190	10.93%
Black African or Black British African	265	283	469	444	494	3871	11.32%
Black Caribbean or Black British Caribbean	444	339	556	582	669	5161	11.48%
Chinese	45	44	82	64	70	1481	4.51%
Indian or British Indian	385	395	601	638	704	8182	7.92%
Mixed White and Asian	153	176	187	218	272	2612	9.43%
Mixed White and Black African	82	69	101	132	146	1137	11.38%
Mixed White and Black Caribbean	318	270	369	365	401	2954	11.95%
Not Known	4467	3579	4258	4813	5760	54943	9.49%
Not Stated	1706	1307	1545	1633	2053	23151	8.15%
Pakistani or British Pakistani	2358	1982	2776	2678	3155	23490	11.84%
White British	19011	16353	24461	23974	24536	367962	6.25%
White Irish	385	345	540	579	594	7059	7.76%
<b>Grand Total</b>	<b>32566</b>	<b>28046</b>	<b>40004</b>	<b>40219</b>	<b>43681</b>	<b>548318</b>	<b>7.38%</b>
DNA Rate	6.02%	6.44%	7.08%	6.93%	7.38%		



## Outpatient “Did Not Attend” by age

All age groups have seen a rise in the number of appointments that were not attended in 2023/24 compared to 2022/24.



## COMMUNITY ACTIVITY

Community activity is for patients seen in clinic sessions mostly based outside of the main acute hospital sites and for patients seen in their own homes or place of residence.

The data for community activity is recorded on a different computer system to our acute services.

There are two specific issues currently being addressed by the system supplier and the Trust that are visible in the data presented below.

### Gender

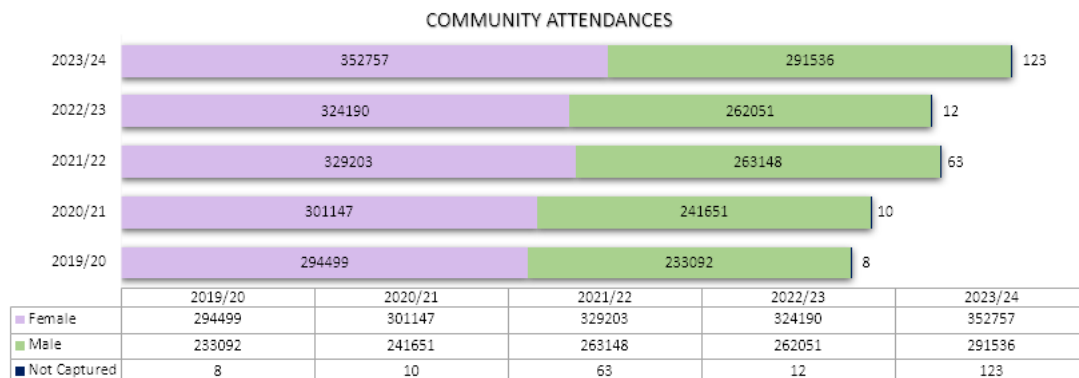
Unlike the acute data, there is currently no option to record a patient gender as anything other than male, female or not captured. With support from the supplier and changes to our system configuration, this will start to be addressed over the next year.

### Ethnicity

The ethnicity categories within the community system, have recently been updated to match the national structure. This change was completed by the supplier before the Trust was able mitigate the effect and has left a large volume of patients with no ethnicity recorded where the old category did not match a new category. This is an ongoing data quality issue that is being addressed by the Trust’s digital team and with patients during appointments.

## Community by Gender

Whilst the overall split between male and female patients hasn't dramatically changed during the five-year period, there is a slight increase in the male patient percentage. This fluctuated during the five years and has moved from 44.2% in 2019/20 to 45.2% in 2022/23.

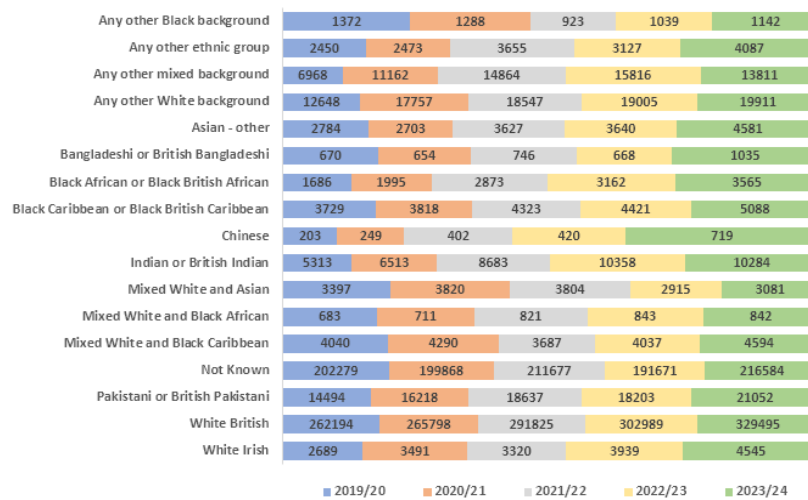


## Community by Ethnicity

The ethnic categories below are based on the current recorded category for each patient. With increased volumes of patients, it is once again noticeable that the only large drop was in an 'Other' category of any other mixed background, with smaller drops in Indian and mixed White & Black African.

The largest increases were seen in the Chinese category which was 71.2% higher in 2023/24 than in the previous years and in the Bangladeshi category, a rise of 54.9%. Both are currently small categories but have seen the largest percentage rise.

Ethnic Group	2019/20	2020/21	2021/22	2022/23	2023/24
Any other Black background	1372	1288	923	1039	1142
Any other ethnic group	2450	2473	3655	3127	4087
Any other mixed background	6968	11162	14864	15816	13811
Any other White background	12648	17757	18547	19005	19911
Asian - other	2784	2703	3627	3640	4581
Bangladeshi or British Bangladeshi	670	654	746	668	1035
Black African or Black British African	1686	1995	2873	3162	3565
Black Caribbean or Black British Caribbean	3729	3818	4323	4421	5088
Chinese	203	249	402	420	719
Indian or British Indian	5313	6513	8683	10358	10284
Mixed White and Asian	3397	3820	3804	2915	3081
Mixed White and Black African	683	711	821	843	842
Mixed White and Black Caribbean	4040	4290	3687	4037	4594
Not Known	202279	199868	211677	191671	216584
Pakistani or British Pakistani	14494	16218	18637	18203	21052
White British	262194	265798	291825	302989	329495
White Irish	2689	3491	3320	3939	4545
<b>Grand Total</b>	<b>527599</b>	<b>542808</b>	<b>592414</b>	<b>586253</b>	<b>644416</b>



### Community Attendances by Age

The increase of patient volumes can be seen across age groups with the largest volumes of patients seen by our community teams being 16 and under, along with those patients in the two groups over 51 years of age.

There has been a ‘Hospital at Home’ service introduced for some patients where acute services, technology, medication etc. can be provided at the patient’s usual place of residence.

This removes the need for some patients to be admitted for acute hospital care and increases the number of community attendances.

