Appendix 2 - Equality Impact Assessment - Standard Assessment Template

Section A: Assessment

Name of Policy: Cardiff and Vale Free Wi FI

Person/persons conducting this assessment with Contact Details
General Manager of Llandough
Assistant Director of Nursing

Date
1. The Policy
Is this a new or existing policy?
This is a new piece of work.

What is the purpose of the policy?
The aim is to improve the patient experience.

Who will benefit from the policy?
Patients, visitors, carers and staff will benefit from the Wi-Fi rollout. More and more of the UHB patients use modern technology. Being able to communicate is something that most of us take for granted but if you are in a hospital bed and you suddenly don't have that facility on your own device, it can be quite frustrating. We made the decision to offer free Wi-Fi to give patients more flexibility and control over the way they communicate while they are here.

How do the aims of the policy fit in with corporate priorities?
To ensure continuous improvement in the Patient experience
What outcomes are wanted from this policy?
Improved patient experience is the desired outcome. Patients will be able to access internet based opportunities free of charge. This will enable them to use web based platforms and social media for enjoyment such as watching programmes or playing games, communication via social media, and as appropriate business activities.

Visitors and carers will also be able to access the internet during visits.

Staff will be able to access the internet during their breaks to undertake leisure and business activities, it is anticipated that they will value the service.

Are there any factors that might prevent outcomes being achieved? (e.g. Training/practice/culture/human or financial resources)
The intention is to improve the patient experience whilst being in hospital. However the UHB accepts that not everyone has access to or can use such modern technology products. Some may choose not to, whilst others may not have the pertinent hardware to access the free service, nor have the experience required.

Staff will be able to access the system should they have the pertinent hardware required.

2. Data Collection

What qualitative data do you have about the policy relating to equalities groups (e.g. monitoring data on proportions of service users compared to proportions in the population)?
What quantitative data do you have on the different groups16 (e.g. findings from discussion groups, information from comparator authorities)?
Please indicate the source of the data gathered? (e.g. Concerns/Service/Department/Team/Other)
What gaps in data have you identified? (Please put actions to address this in your action plan?)
It should be noted from the outset that this is not an exhaustive list but represents the search findings undertaken for this EQIA. The whole list will be provided on request.

Some hospitals already provide free Wi-Fi, such as those below.
http://www.coch.nhs.uk/corporate-information/news/countess-rolls-out-free-wifi-for-patients.aspx

http://www.uhmb.nhs.uk/patients-and-visitors/patient-and-visitor-wifi/
Following suggestions from staff, Governors, GPs, and members of the public, free Wi-Fi is now available for patients and visitors at Furness General Hospital, the Royal Lancaster Infirmary, and Westmorland General Hospital.

http://www.ipswichhospital.nhs.uk/aboutourhospital/boardmeetings/Board%20Papers/140227/2.4%20Minutes%20of%20meeting%20held%20on%2030%20January%202014.pdf

http://www.plymouthhospitals.nhs.uk/ourorganisation/newsandpublications/pressreleases/Pages/FreeWiFiavailableatDerrifordHospital.aspx

https://www.walsallhealthcare.nhs.uk/wi-fi.aspx

http://www.yeovilhospital.co.uk/patients-and-visitors/visiting/

http://sunnybrook.ca/content/?page=wireless-internet-wifi-access-password#

https://www.poole.nhs.uk/about-us/latest-news/2012-news-archive/new-private-patient-suite-open.aspx
This service is for private patients

Some hospitals, such as those below, charge for the use of Wi-Fi
http://www.bsuh.nhs.uk/patients-and-visitors/your-stay-in-hospital/patient-and-visitor-facilities/tv-radio-and-wifi/

https://www.rjah.nhs.uk/Patient---Visitors/Wi-Fi-Access.aspx

http://www.gosh.nhs.uk/parents-and-visitors/coming-to-hospital/hospital-facilities-a-z/
Great Ormond Street hospital- Children, young people and families who are admitted as inpatients can use free Wi-Fi network to access the internet or use their Internet Café. The Wi-Fi network at GOSH has three levels of access.

Some hospitals, such as those below, provide access but do not state whether they charge
http://www.papworthhospital.nhs.uk/content.php?/patients_visitors/patient_information/services_for_you_your_visitors

Some hospitals, such as those below, offer some free Wi-Fi but also charge.
http://thelincolnite.co.uk/2012/01/wi-fi-spreads-at-lincoln-county-hospital/

http://www.enherts-tr.nhs.uk/patients-visitors/visiting-times/

Wi-Fi is not available at these hospitals to members of the public and patients. They are currently working on a project to implement it in the near future.

The following Google searches took place on 7 May 2014

Positive Comments about having Wi-Fi
http://www.waht.nhs.uk/en-GB/About-The-Trust/News-and-Media/Press-Releases/Press-Releases-2013/Patients-Benefit-from-WiFi-Trial-at-Weston-General-Hospital/

http://www.ehi.co.uk/insight/analysis/1006/the-holly-and-free-wi-fi

http://www.nhslanarkshire.org.uk/publications/Documents/NHS%20Pulse_JulAug2013_LR.pdf

Negative **Comments about having Wi-Fi**
http://www.jhunewsletter.com/2014/02/27/hopkins-wireless-network-fails-to-serve-community-30493/

Search for Age
http://www.google.co.uk/search?q=hospital+wi-fi+access+and+age&hl=en-GB&gbv=2&safe=vss&oq=hospital+wi-fi+access+and+age&gs_l=heirloom-serp.12..30i10.6578.9609.0.12890.9.9.0.0.0.0.235.1312.2-6.6.0....0...1ac.1.34.heirloom-serp..3.6.1312.fydCUCn4Jp8

http://www.wi-fi.org/news-events/newsroom/wi-fi-certified%E2%84%A2-ac-takes-wi-fi%C2%AE-performance-to-new-heights

Recent polling conducted by Wakefield Research on behalf of Wi-Fi Alliance reflects a number of relevant trends including

- Among young people (18-24 years of age), Wi-Fi is more essential than traditional forms of entertainment – 69 percent of respondents in that age group said that a Wi-Fi outage would be more disruptive than a television outage in their home.

http://www.pewinternet.org/2014/04/03/older-adults-and-technology-use/

Older adults face several unique barriers and challenges when it comes to adopting new technologies. These include:
- Physical challenges to using technology
- Skeptical attitudes about the benefits of technology

However once older people join the online world, digital technology often becomes an integral part of their daily lives

http://www.hampshirehospitals.nhs.uk/media/188827/equality_service_profile_for_critical_care.pdf

Currently exploring wifi for their critical care unit for those aged 17 and above

Internet access for inpatients.

This suggests that for older young people that having internet access improves and normalises the hospital environment

Cardiff and the Vale of Glamorgan's population is growing quickly, especially in Cardiff. However in the older age range of 45-64 years, 65-84 years, and 85 years plus these proportions in Cardiff and the Vale are smaller than the rest of Wales.

Between the Census of 2001 and the latest Census in 2011, the number of people living in Cardiff rose by 13%, more than double the Welsh average of 5.5%. The make up of the population is also changing, with an even larger increase in the number of people aged over 85 as life expectancy increases and premature death falls. In Cardiff and Vale this section of the population rose by 32% in between the censuses, also outstripping the Wales average of 28%. There are currently around 10,000 people aged over 85 in Cardiff and Vale.

By 2023, it is expected that the overall population of Cardiff and Vale will increase to 550,000, a rise of 20%, more than double that forecast for the whole of Wales. The population aged 85 and over in Cardiff and Vale is estimated to have risen to nearly 15,000, an increase of around 50% and this could be relevant in terms of Wi-Fi related issues.

Older People Indicators 2012

http://nww2.nphs.wales.nhs.uk:8080/PubHObservatoryProjDocs.nsf/85c50756737f79ac80256f2700534ea3/58e7bfba77e8a0b980257a4c00485a71/$FILE/OlderPeopleIndicators2012_CardiffandVale_v2a.docx This document looks at a series of older people indicators have been produced for the health board areas. A considerable number of older people in Cardiff and the Vale are healthy, physically active and living independent lives. However, as the number of older people in Cardiff and the Vale rises it is likely that there will be an increase in the prevalence of those chronic and again this could be relevant in terms of Wi-Fi related issues.

The search for **Carers** though not exhaustive is representative of what was found.
http://www.google.co.uk/search?q=hospital+wifi+access+and+carers&safe=vss&hl=en-GB&gbv=2&prmd=ivns&ei=4wRqU4GgO47y7AaHm4HwBg&start=10&sa=N

The search for **disability** though not exhaustive is representative of what was found
http://www.google.co.uk/search?q=hospital+wi-fi+access+and+disability&hl=en-GB&gbv=2&safe=vss&oq=hospital+wi-fi+access+and+disability&gs_l=heirloom-serp.12..30i10.305275.309212.0.310728.4.4.0.0.0.0.312.562.2-1j1.2.0....0...1ac.1.34.heirloom-serp..2.2.562.IpxaZnsuVoY

There was not much evidence found in relation to specific disability issues other than the limits applied to WI-Fi .

http://www.disabled-world.com/medical/rehabilitation/hospitals-internet.php

Disabled World is assembling a list of hospitals that offer Internet access for their patients. They take the view that access to e-mail and the Internet including Wi-Fi is everywhere these days, from coffee shops to cruise ships. So why not have the Internet in hospitals, where patients can take their mind off their health conditions and surf or instant message while lying in bed? Public Access Internet Service is an excellent way for patients and guests to stay connected in a hospital facility.

http://www.cuh.org.uk/addenbrookes/patients/inpatients/preparing_for_your_stay.html

Wi-Fi availability is very limited around the hospital.

http://www.uhs.nhs.uk/Ourhospitals/SGH/Shopsandfacilities.aspx
This Trust does not routinely offer public access Wi-Fi. It is possible to connect to the internet through some patient services as a chargeable item (for example bedside TVs) or in a limited number of areas via WiFi.

Cardiff and Vale University Health Board has the lowest reported disabled population (18.6%) among the South Wales Programme health boards. It has the lowest proportion (9.4%) of residents who declare that their day-to-day activities are limited a lot and the lowest proportion (9.2%) whose activities are limited a little. This is consistent with the age profile as more than half of men and women over 65 years say that they have a limiting long term illness (*How Fair is Wales?* 2011). This could have implications in terms of Wi-Fi related issues.

The search for **Gender reassignment** though not exhaustive is representative of what was found. The search for **Gender reassignment** found no information on this protected characteristics. However it is important to note that the potential benefit for keeping in contact with families, partners, carers and others will be just as applicable for this group as any other. Other benefits include keeping in touch with local groups and activities important to the Trans Community via social networks.
http://www.google.co.uk/search?q=hospital+wi-fi+access+and+Gender+reassignment+&hl=en-GB&gbv=2&safe=vss&oq=hospital+wi-fi+access+and+Gender+reassignment+&gs_l=heirloom-serp.12..30i10.71436.77186.0.78326.11.10.0.0.0.3.359.1562.2-5j1.6.0....0...1ac.1.34.heirloom-serp..8.3.687.awgH6-2RCLc

There is no official estimate of the transgender population. The England and Wales Census, and Scottish Census do not ask people whether they identify as transgender. There is obviously a gap in the information for this protected characteristic group AND The UHB is working with Transgender Wales on trying to ascertain appropriate figures.

The search for **married or in a civil partnership** though not exhaustive is representative of what was found Search for **married or in a civil partnership** found no information on this protected characteristics. However it is important to note that the potential benefit for keeping in contact with families, partners, carers and others will be just as applicable for this group as any other.
http://www.google.co.uk/search?q=hospital+wi-fi+access+and+married+or+in+a+civil+partnership&safe=vss&hl=en-GB&gbv=2&prmd=ivns&ei=6CIqU5mhDsrC7AaorYHQAg&start=10&sa=N

The search list for **being pregnant or just having had a baby** though not exhaustive is representative of what was found

http://www.google.co.uk/search?q=hospital+wi-fi+access+and+pregnancy+and+maternity&hl=en-GB&gbv=2&safe=vss&oq=hospital+wi-fi+access+and+pregnancy+and+maternity&gs_l=heirloom-serp.12..30i10.389695.397430.0.401570.24.20.0.0.0.0.532.3986.2-6j4j1j1.12.0....0...1ac.1.34.heirloom-serp..12.12.3986.-6U64Kk9fLQ

As part of the above search it was found that some hospital specifically states that wireless Internet is available throughout the Pregnancy & Birth Center.
http://middlesexhospital.org/our-services/hospital-services/pregnancy-and-childbirth/faqs

http://medicalcenter.osu.edu/obgyn/care-and-research/services/pregnancy-ob/pages/osu-maternity-center.aspx

and complementary/free Wi-Fi internet access is provided by the maternity services below
http://www.ashfordhospital.org.au/index.php/ashford-maternity/
http://medicalcenter.osu.edu/obgyn/care-and-research/services/pregnancy-ob/pages/osu-maternity-center.aspx

http://www.medscape.com/viewarticle/809905_5
This is a US study on how do US women use the Internet and other sources of pregnancy information?
Very little is known about childbearing women's sources of pregnancy and birth information, including Internet use. Existing studies have small sample sizes; survey-specific populations, such as women with high-risk pregnancies; or are several years old and thus do not reflect current technology. *Listening to Mothers III* provides the most extensive and recent data on these matters among childbearing women in the United States.

Summary of Key Findings
Nearly two thirds (64%) of pregnant women access online information from a smartphone in a typical week, **and 82% go online from a computer.** Women also reported using tablet devices (35%), regular mobile phones (33%), and iPod Touch® devices (21%) to get online information.
Mobile experience for accessing online pregnancy information is less valued. Among devices, women were most likely to consider a laptop or desktop computer as the best way to access information about pregnancy and birth.
• 64% of users said a computer is an "excellent" way to access pregnancy and birth information, compared with 46% of tablet users, 43% of smartphone users, and 42% or iPod Touch users.
• Only 22% of users rated regular mobile phones with text messaging capability and Internet access as an "excellent" way to access information.

The search list for race on 16th July 2014 though not exhaustive is representative of what was found

https://www.google.co.uk/search?q=HOSPITAL+WIFI+ACCESS+AND+RACE&hl=en-GB&gbv=2&oq=&gs_l=
and
https://www.google.co.uk/search?q=HOSPITAL+WIFI+ACCESS+AND+RACE%2Fethnicity&hl=en-GB&gbv=2&oq=&gs_l=

http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1550661/
Research concluded that multiethnic, multilingual cancer patients at a public county hospital commonly had Internet access and found the content of two websites representative of major cancer organizations to be both understandable and useful.

http://www.jmir.org/2014/7/e172/
Journal of Medical Internet Research-Predictors of eHealth Usage: Insights on The Digital Divide From the Health Information National Trends Survey 2012. This research, published on 16th July 2014 among online adults, found no evidence of a digital use divide by race/ethnicity.

http://www.jmir.org/2014/1/e9/
The objective of the study was to determine utilization of mobile and Internet technology by African American parents in an urban, underserved population, and to assess their interest in receiving health information via text messaging or other technologies (e.g. social media and the Internet). It found that Urban African American parents are active users of the Internet and mobile technology for social interactions, but they are less likely to use it for accessing or communicating health information. However, most parents expressed an interest in receiving health information or utilizing social networking to learn more about health topics. Mobile technology

and social networks may be an underutilized method of providing health information to underserved minority populations.

An opposing view was expressed at http://www.linkedin.com/groups/Few-African-American-parents-share-5050529.S.583136438909301456 Commentators felt that the issue of health disparities/access to care is far more complex than attributing it all solely to race/ethnicity and that the research conclusions was over generalised.

Cardiff and Vale University Health Board has the highest representation from ethnic groups other than white compared with the other South Wales Programme health boards and Wales as a whole. It should be noted that Cardiff is one of four local authorities in Wales which are designated asylum dispersal areas.

Asylum seekers who are dispersed to Cardiff represent approximately 57% of the total number dispersed around Wales. This potentially has an impact on all areas of UHB service provision.

The search list for religion, belief or non-belief on June 3rd 2014 though not exhaustive is representative of what was found
 http://www.google.co.uk/search?q=hospital+wifi+access+and+religion%2C+belief+or+non-belief+&hl=en-GB&gbv=2&safe=vss&oq=hospital+wifi+access+and+religion%2C+belief+or+non-belief+&gs_l=heirloom-serp.12...4984.49686.0.60014.34.9.0.11.0.2.641.1782.2-1j1j0j2.4.0....0...1ac.1.34.heirloom-serp..33.1.266.iQ7ouxP97L8

http://www.northshore.org/locations/our-hospitals/skokie-hospital/services/

They provide patients and visitors with complimentary **wireless internet access**.

http://mongeneral.com/Main/WirelessInternetAccess.aspx
They provide free **wireless internet access**.

http://svph.biz/main/q-a/
A free **Wi-Fi** service is available in the **hospital**

 http://www.ynhh.org/visitor-information/wifi-access.aspx?7
Free wireless Internet access is available on all patient units, in our cafeterias and the Atrium.

http://infopage.org.uk/At-a-Glance.php
At present there is no Wi-Fi access Except for BT Open zone

http://www.montefiore.org/internet-access
Grant its patients and visitors free access to high-speed, wireless Internet inside patient rooms, waiting areas and outdoor courtyards.

https://www.vandiestmc.org/patients__visitors/patient_handbookvisitor_guide/
Patients and guests at Van Diest Medical Center now have access to high-speed, wireless Internet inside patient rooms, waiting areas and outdoor courtyards.

http://www.mercy.net/practice/mercy-hospital-washington/patient-resources-0

Patients, visitors, employees and physicians have access to free, high-speed wireless Internet access (WiFi@Mercy). This service allows you to check email, browse the web or connect to servers for work, education, entertainment, etc.

http://www.beaconhospital.ie/images/patientinformationbooklet.pdf
Has **wireless internet access**.
http://www.hampshirehospitals.nhs.uk/media/188827/equality_service_profile_for_critical_care.pdf
Currently exploring wifi for their critical care unit

There are numerous religions, faiths and beliefs practised in Cardiff and the Vale of Glamorgan. However more national research is needed to deal with the extent to which equality of opportunity concerns in relation to health are relevant to religious groups who may have specific needs which have not yet been discovered, because of a lack of research or information.

The Spiritual Care Group of the UHB was also consulted with for their views which were generally positive but caution around the impact on age, access, affordability and disability were expressed. (See also Section 5)

The search list for **men and woman** on July 9th 2014 though not exhaustive is representative of what was found
https://www.google.co.uk/search?hl=en-GB&source=hp&q=hospital+wifi+men+and+women&gbv=2&oq=hospital+wifi+men+and+women&gs_l=heirloom-hp.12...1782.14188.0.15938.27.16.0.11.2.0.531.3217.2-10j1j0j1.12.0....0...1ac.1.34.heirloom-hp..14.13.3076.wzHEzJdGzBg AND

https://www.google.co.uk/search?q=Use+Of+Wifi+In+Hospitals+By+Men+And+Women+Research&hl=en-GB&gbv=2&prmd=ivns&ei=Iz29U4yHL4eM7AatioDoCQ&start=10&sa=N

http://www.womans.org/index.cfm?md=pagebuilder&pid=120
They believe in bringing innovative and convenient services that enhance any visit at this Woman's Hospital and Wi-Fi is a perfect example. Patients and families can enjoy the possibility of staying connected with friends and family.

http://www.upmc.com/locations/hospitals/magee/patients-and-visitors/Pages/amenities.aspx
Amenities at Magee-Womens Hospital include WIFI making it convenient for patients, visitors, and staff members to access the Internet on laptops and other computer devices.

https://www.google.co.uk/search?q=hospital+wifi+men+and+women+RESEARCH&hl=en-GB&gbv=2&oq=&gs_l=

The search list for **sexual orientation** on July 9th 2014 though not exhaustive is representative of what was found
https://www.google.co.uk/search?q=hospital+wifi+SEXUAL+ORIENTATION&hl=en-GB&gbv=2&oq=&gs_l=

http://www.pinknews.co.uk/2014/06/05/university-college-london-hospital-unblocks-access-to-pinknews-on-public-wifi/

The University College London Hospital (UCLH) has removed a block on patients, guests and staff accessing PinkNews, and other LGBT news sites, saying it had not been aware that such websites were blocked. A UCLH spokesman told PinkNews: "We would like to thank Pink News for drawing this to our attention – clearly this is a website which should be available to all of our patients, guests and staff. We have addressed this issue

immediately and the site will be available to our Wi-Fi users with immediate effect." The UHB uses the same Wi-Fi organisation but have ensured that there are no blocked content issues in regard to sexual orientation.

http://www.aspiruskeweenaw.org/index.cfm?pid=53#wifi
Wireless (Wi-Fi) Internet access is available throughout Aspirus Keweenaw as a complimentary service for patients, families and visitors. Users must bring their own Wi-Fi enabled equipment and software. Guests can access the hospital's public Wi-Fi by entering the access code.

http://www.seattlechildrens.org/visitors/campus/hospital-services/
Wi-Fi access is in all inpatient rooms, family lounges, Ocean Cafeteria and the Family Resource Center. Patients and visitors can find information on hospital services for visitors including, internet access, without regard to race, colour, religion (creed), sex, gender identity or expression, sexual orientation.

http://www.mywebtimes.com/news/local/technology-ottawa-hospital-providing-wi-fi-access/article_6c60fd6e-9beb-5197-ab89-c45f7a43b8f8.html
Wireless technology access provides their patients, visitors and physicians the opportunity to stay in touch with their families, business or office. They have rules of conduct which include avoiding the use of obscene, vulgar, lewd, racist or sexually-oriented language.

The search list for on **Welsh language** July 9th 2014 though not exhaustive is representative of what was found
https://www.google.co.uk/search?q=hospital+wifi+WELSH+LANGUAGE&hl=en-GB&gbv=2&oq=&gs_l=

http://www.wales.nhs.uk/sitesplus/861/page/74218
Betsi Cadwaladr University Health Board installed public Wi-Fi systems in the Maelor, Wrexham, Glan Clwyd Hospital and Ysbyty Gwynedd giving patients and public access to the web as soon as they enter the main

hospital buildings. They go live on 11 July 2014. The system is free to access and all smart phones and PC tablets with Wi-Fi capability will pick it up on entry to the building and direct a user to a special Betsi Cadwaladr University Health Board web landing page. This page contains useful information associated to each hospital and advice on how the actual Wi-Fi system works. From here any user will be able to access the main web channels. This page is in English only and is not bilingual.

http://www.techview.co/2013/10/cloud-wi-fi-welsh-hospitals-wards/

Wireless provider The Cloud have announced **on the** 24 Oct 2013 a new partnership to bring free Wi-Fi to patients and visitors in hospitals across some parts of Wales. The partnership with Abertawe Bro Morgannwg University Health Board (ABM) will see hospitals including Neath Port Talbot and the Princess of Wales offer a fast and free wireless connection. As well as the benefits to patients and visitors, the free connection will provide clinicians with the internet resources required to save time and improve patient care and safety.

http://www.walesdeanery.org/images/stories/Files/Documents/Foundation_documents/Recruitment/2013-14/Programme_Packs/Hywel_Dda.pdf
Bronglais Hospital provides internet access paid for by doctors.

http://www.wales.nhs.uk/sitesplus/documents/864/Welsh%20Language%20Scheme%202010%20to%202013.pdf
Under the UHB's own Welsh Language Scheme all public information around free Wi-Fi should be made bilingually. This will and should include the login and landing page.

Anecdotal evidence to the UHB Welsh Language Officer suggests that Welsh Language websites are sometimes blocked bi internet filter systems.

Other related issues

http://www.telegraph.co.uk/health/healthnews/9550356/Mobile-phones-and-wi-fi-do-not-cause-cancer-researchers-find.html

http://www.theguardian.com/technology/askjack/2012/sep/27/wi-fi-health-risks

3. Impact
Please answer the following
Consider the information gathered in section 2 above of this assessment form, comparing monitoring information with census data as appropriate (see www.ons.gov.uk Office National Statistics website) and considering any other earlier research or consultation. You should also look at the guidance in Appendix 1 with regard to the protected characteristics **stating the impact and giving the key reasons for your decision.**

Do you think that the policy impacts on people because of their age? (This includes children and young people up to 18 and older people)

Yes. There is evidence to suggest that young people use this type of technology as part of their lived everyday experience. For older people there is some evidence to say that its use is increasing but also some evidence to suggest that older people do not have access or the income to have technological devices such as those applicable to this policy. Thus potentially age may be a factor (young and old) as to whether they can either use or have access to the necessary hardware required to access the internet. Meeting the needs of these individuals will be a challenge. One thing that is clear is that the use and availability of wide means that patients of any age can benefit from the rollout.

Do you think that the policy impacts on people because of their caring responsibilities?

Yes. Having Wi-Fi positively allows patients to communicate to friends, family and carers in a number of ways such as Facebook, Twitter, Email or even Skype video messaging for those patients who may not get regular visits during normal visiting times.

Do you think that the policy impacts on people because of their disability? (This includes Visual impairment, hearing impairment, physically disabled, Learning disability, some mental health issues, HIV positive, multiple sclerosis, cancer, diabetes and epilepsy.)
Yes. The policy does not allow for any specific staff assistance with any of the technology associated with WIFI or internet use. The focus is on making it available. There may be need to adapt and assist users to access their devices, for example, to access the service. That is not to say that staff will not offer assistance where they can but it cannot be a 'right'.

Do you think that the policy impacts on people because of Gender reassignment? (This includes Trans transgender and transvestites)
There appears to be no specific impact on the very limited evidence that was able to be sourced. However the provision of the Wi-Fi would allow for communication with family, carers and others which would be a positive aspect of patient experience.

Do you think that the policy impacts on people because of their being married or in a civil partnership?
Again, there is nothing specific about the impact other than the positive impact of keeping in touch with relatives, carers and others. It is acknowledged that there is very limited evidence.

Do you think that the policy impacts on people because of their being pregnant or just having had a baby?
There appears to be no specific impact on the evidence that was able to be sourced. However the provision of the Wi-Fi would allow for communication with family, carers and others which would be a positive aspect of patient experience.

Do you think that the policy impacts on people because of their race? (This includes colour, nationality and citizenship or ethnic or national origin such as Gypsy and Traveller Communities.)

Do you think that the policy impacts on people because of their religion, belief or non-belief? (Religious groups cover a wide range of groupings the most of which are Buddhist, Christians, Hindus, Jews, Muslims, and Sikhs. Consider these categories individually and collectively when considering impacts)
The ability to keep in contact with family, carers and others will generally be positive based on the evidence found

Do you think that the policy impacts on men and woman in different ways?
There were no specific gender issues that arose whilst undertaking the EQIA other than the view that all patients should have access to Wi-Fi and not be prevented to access the WIFI.

Do you think that the policy impacts on people because of their sexual orientation? (This includes Gay men, heterosexuals, lesbians and bisexuals)
There could be possible impact if the filtering system blocks content similarly to that of the evidence provided above. Consideration of preventing these blocks will need to be mitigated against.

Do you think that the policy impacts on people because of their Welsh language?
There may well be impact. Anecdotal evidence to the Welsh Language Officer suggests that here have been issues in the past where websites with welsh language content have been banned from accessed because the filtering software have flag it up with suspicion. There will need to consider mitigation actions to prevent this happening here.

4. Summary.
Which equality groups have positive or negative impacts been identified for (i.e. differential impact).
Is the policy directly or indirectly discriminatory under the equalities legislation?
If the policy is indirectly discriminatory can it be justified under the relevant legislation?

As can be seen by the evidence produces above there appears to be a positive impact on the introduction and roll out of Wi-Fi. There are some groups in the protected characteristics groups of age, carers, disability and race where it will be necessary to monitor for impact. Though there is the potential for a positive and differential impact, it would be useful to monitor these areas and impact.

The rollout does not appear to be unlawfully discriminatory but the monitoring of the roll out will assist in ensuring that this is the case in actuality. The monitoring will also assist in developing any mitigating actions that might be appropriate.

Appendix 3

<div align="center">

Cardiff and Vale University Health Board
Action Plan

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Section B: Action
5. Please complete your action plan below. Issues you are likely to need to address include
•What **consultation** needs to take place with equality groups (bearing in mind any relevant consultation already done and any planned corporate consultation activities)
The policy was sent to various groups, internally and externally for comment. They specifically included:
Age Cymru
Cardiff and Vale University Health Board's Spiritual Care Group
Diverse Cymru
RNIB
Action on Hearing Loss
Cardiff and Vale Rainbow Network
Spiritual Care Group
Staff groups
The Older People's Commissioner for Wales

The overwhelming majority of the responses received from the consultation were positive or at least positively cautious. In regard to concerns expressed they were directly to do with age/older people and wanting clarification as to the support available and access for older people to use technology and televisions. They raised questions about safeguards as to whether Wi-Fi was available to all sites. Some responses raised issues

about disability. It is clear that some mitigation around these issues will be necessary and this will need to be achieved through an individually patient-centred care focus. Organisationally 'Browse aloud' options will be made available for usage

The Older People's Commissioner for Wales welcomed the introduction but noted that the National Survey for Wales reported 39% of over 65 used the internet and that this figure fell to only 31% of over 75's. She also noted that the average patient age in hospital is 80 and 10% of patients are aged 90 and over.

Questions of clarification were raised by staff as to the availability for staff to use the Wi-Fi and whether the costs would restrict the rollover to occur. There was also some concern about access to inappropriate sites and whether there would be blocked sites.

One clearly expressed view was that for disabled patients WI-FI would benefit those patients needing assistive technology to aid their recovery.

• What **monitoring**/evaluation will be required to further assess the impact of any changes on equality target groups?
The monitoring arrangements will include:

- review of the service after the first 6 months of running and is scheduled for Mid November 2014.
- ongoing feedback by users of the service through the evaluation/ comments section on the front page/ landing page of the Wi-Fi monitored by the UHB Communications team
- use of patient experiences questionnaires managed by the Patient Experience Team

Equalities Impact Assessment Implementation Action Plan

Issue to be addressed	Responsible Officer	Action Required	Timescale for completion	Action Taken	Comments
Addressing issues of disability	All appropriate care staff	Meet appropriate individual need	There is no timescale as this will be responsive to individual need		
A check to be made with the provider to see if Browse Aloud can be made available	Chris Davies	Making Browse Aloud available on the website	July 2014		

6. Report, publication and Review
Please record details of the report or file note which records the outcome of the EQIA together with any actions / recommendations being pursued (date, type of report etc)
Minutes and actions from the Wi-Fi Roll out

Please record details of where and when EQIA results will be published
The results will be published on the intranet and the internet once the roll out has been approved- July 2014.

Please record when the EQIA will be subject to review.
This needs to be decided. It is usually 3 years from approval

Name of person completing Sheila Harrison/Keithley Wilkinson
Signed _____
Date: _____

Name of Senior Manager Authorising Assessment and Action Plan for publication
Peter Welsh_____
Signed: _____
Date: _____

Appendix 4
Executive Summary

Background
The aim is to improve the patient experience through the availability of Wi-Fi rollout. The rollout forms part of the UHB's aim to ensure that patients keep well. Being in touch with family, carers and others are a very useful aid to health and wellbeing.
The EQIA was completed through the work of the Project Wi-Fi Group led by the General Manager of Llandough Hospital and the Assistant Director for Nursing. Various internal and external groups were consulted about the rollout and there views are represented collectively within the EQIA. It was compiled with the assistance of the Equality Manager.

The scope of the EQIA
The likely affects of the policy was assessed utilising the evidence from other health care organisations, staff consultation, specific consultation with groups that might have a specific interest as a stakeholder as well as targeted internet searches. The overwhelming response was that of positivity but also with requests to be mindful of issues to do specifically with age, race, and disability. Other information included information from the census and other available public data.

Key findings
There is an increasing use of WI-FI by some hospitals. Overall hospitals think having Wi-Fi is a positive thing and that it improves the patient experience. Some issues have been raised about assistance with access. Only one hospital stated clearly that staff will not support patients with how to use the Wi-Fi.

Internally the response from the consultation so far has been positive though concerns about age, provision of IPADS and liability have been raised.

The evidence seems to suggest a positive impact with some groups being more affected than others. We will need to be mindful, through monitoring of 'mitigating circumstances' in regard to some of the impact,

Recommendations

In terms of outcomes, it does not appear necessary at this point to make major changes to the rollout. The EQIA identifies potential problems. All opportunities to promote equality have been taken. Through monitoring the rollout will be adjusted to remove any barriers or better promote equality. The policy should go ahead.