

## Appendix B: 2015/16 Patient contacts by protected characteristic

### Community Services Contacts

Ethnicity	Hounslow				Richmond				Total (Hounslow & Richmond)			
	LA Population		Patients Seen		LA Population		Patients Seen		LA Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Asian	87257	34%	47751	25%	13607	7%	4596	3%	100864	23%	52347	16%
Black	16813	7%	11473	6%	2816	2%	1735	1%	19629	4%	13208	4%
Mixed	10349	4%	4174	2%	6780	4%	2798	2%	17129	4%	6972	2%
Other	9033	4%	8372	4%	3062	2%	4636	3%	12095	3%	13008	4%
White	130505	51%	104082	54%	160725	86%	95779	71%	291230	66%	199861	61%
Unknown / Not Stated	N/A	N/A	18386	9%	N/A	N/A	25978	19%	N/A	N/A	44364	13%
<b>Total</b>	<b>253957</b>	<b>100%</b>	<b>194238</b>	<b>100%</b>	<b>186990</b>	<b>100%</b>	<b>135522</b>	<b>100%</b>	<b>440947</b>	<b>100%</b>	<b>329760</b>	<b>100%</b>

Note: Local authority (LA) populations from the 2011 census. Patient contacts between 14th September 2016 (S1 Go Live) and 31st March 2016.

Gender	Hounslow				Richmond				Total (Hounslow & Richmond)			
	CCG Population		Patients Seen		CCG Population		Patients Seen		CCG Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Female	148495	49%	105912	55%	105386	50%	78114	58%	253881	49%	184026	56%
Male	157187	51%	88311	45%	104400	50%	57402	42%	261587	51%	145713	44%
Unknown	N/A	N/A	15	0%	N/A	N/A	6	0%	N/A	N/A	21	0%
<b>Total</b>	<b>305682</b>	<b>100%</b>	<b>194238</b>	<b>100%</b>	<b>209786</b>	<b>100%</b>	<b>135522</b>	<b>100%</b>	<b>515468</b>	<b>100%</b>	<b>329760</b>	<b>100%</b>

Note: CCG populations from Health & Social Care Information Centre (HSCIC) - October 2015. Patient contacts between 14th September 2016 (S1 Go Live) and 31st March 2016.

Age	Hounslow				Richmond				Total (Hounslow & Richmond)			
	CCG Population		Patients Seen		CCG Population		Patients Seen		CCG Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Under 18	66960	22%	42374	22%	45904	22%	30290	22%	112864	22%	72664	22%
18 - 30	59726	20%	9655	5%	29641	14%	4253	3%	89367	17%	13908	4%
31 - 45	84776	28%	15646	8%	54629	26%	9524	7%	139405	27%	25170	8%
46 - 60	52463	17%	23272	12%	42883	20%	11833	9%	95346	18%	35105	11%
61 - 75	27523	9%	34846	18%	24123	11%	24268	18%	51646	10%	59114	18%
Over 75	14234	5%	68445	35%	12606	6%	55354	41%	26840	5%	123799	38%
<b>Total</b>	<b>305682</b>	<b>100%</b>	<b>194238</b>	<b>100%</b>	<b>209786</b>	<b>100%</b>	<b>135522</b>	<b>100%</b>	<b>515468</b>	<b>100%</b>	<b>329760</b>	<b>100%</b>

Note: CCG populations from Health & Social Care Information Centre (HSCIC) - October 2015. Patient contacts between 14th September 2016 (S1 Go Live) and 31st March 2016.

Hounslow and Richmond Community Healthcare (HRCH) provide the majority of NHS community health services for adults and children in the London boroughs of Hounslow and Richmond upon Thames. We operate from a number of different sites across the boroughs of Hounslow and Richmond - including GP surgeries, health centres, children's centres and council offices. Many of our staff, such as district nurses, visit patients in their own homes.

For both Hounslow and Richmond community services, the proportion of patients seen in 2015/16 within each ethnic is roughly what would be expected. It is difficult to draw any conclusions when 13 percent of patients seen (9 percent in Hounslow and 19 percent at the Richmond) did not have an ethnicity recorded.

Fifty-five percent of patients seen by the community services in Hounslow were female and 45 percent were male. This compares to a gender distribution of 49 percent female and 51 percent male in the Hounslow CCG population. Fifty-six percent of patients seen by community services in Richmond were female and 44 percent were male. This compares to a gender distribution of 50 percent female and 50 percent male in the Richmond CCG population. For both Hounslow and Richmond patients this equates to 7 percent more women being seen than would be expected from the CCG populations.

Many of the Trust's community services are aimed at the very young (e.g. health visiting, paediatric therapies) or the more senior members of the community (e.g. integrated care teams, community nursing) and so you would not expect the age of patients being seen by community services to necessarily reflect the population they serve. Patients seen in the 'Under 18' age group reflects

what would be expected from the local populations, those in age groups between the ages of 18 and 60 are seen less than would be expected, and those in the 'Over 75' age group were seen much more than would be expected (38 percent of those seen compared to 5% in the local populations).

### Inpatient 2015/16 Admissions (Richmond patients only)

Ethnicity	Richmond / TMH Inpatient Unit			
	LA Population		Admissions	
	Measure	%	Measure	%
Asian	13607	7%	6	2%
Black	2816	2%	3	1%
Mixed	6780	4%	0	0%
Other	3062	2%	7	2%
White	160725	86%	326	84%
Unknown / Not Stated	N/A	N/A	45	12%
<b>Total</b>	<b>186990</b>	<b>100%</b>	<b>387</b>	<b>100%</b>

Gender	Richmond / TMH Inpatient Unit			
	CCG Population		Admissions	
	Measure	%	Measure	%
Female	105386	50%	233	60%
Male	104400	50%	154	40%
<b>Total</b>	<b>209786</b>	<b>100%</b>	<b>387</b>	<b>100%</b>

Age	Richmond / TMH Inpatient Unit			
	CCG Population		Admissions	
	Measure	%	Measure	%
Under 18	45904	22%	0	0%
18 - 30	29641	14%	0	0%
31 - 45	54629	26%	3	1%
46 - 60	42883	20%	15	4%
61 - 75	24123	11%	63	16%
Over 75	12606	6%	306	79%
<b>Total</b>	<b>209786</b>	<b>100%</b>	<b>387</b>	<b>100%</b>

The inpatient unit at Teddington Memorial Hospital has 50 patient beds. Seven of the beds are for continuing care, the remaining 43 beds are for the rehabilitation of adult patients who are medically stable and have the potential to undergo a period of rehabilitation. The unit also admits a small number of patients whose condition is suitable for treatment in a community hospital, rather than a larger hospital and some palliative care patients. The unit is for Richmond patients only.

Eight-four percent of patients admitted to the inpatient unit in 2015/16 reported their ethnicity as White and this compares to 86 percent of the Richmond Local Authority population. Other ethnic groups varied slightly from the Richmond Local Authority population e.g. Asian 2 percent (7 percent in CCG), Black 1 percent (2 percent), Mixed 0 percent (4 percent) and Other 2 percent (2 percent). It is difficult to draw any conclusions when 12 percent of admissions did not have an ethnicity recorded.

Sixty percent of patients admitted were female and 40 percent were male. This compares to a gender distribution of 50 percent female and 50 percent male in the Richmond CCG population.

The majority of patients admitted to the inpatient unit in 2015/16 were over 75 years of age (79 percent). Sixteen percent were aged between 61 and 75 and only 5 percent were aged 60 or under. As the service provided is aimed at a certain age-group of patients, it is not surprising that the age at admission does not reflect the age distribution of the Richmond CCG population.

## Urgent Care (2015/16 Attendances)

Ethnicity	Hounslow / Urgent Care Centre				Richmond / Walk in Centre				Total (Hounslow & Richmond)			
	LA Population		Patients Seen		LA Population		Patients Seen		CCG Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Asian	87257	34%	24791	30%	13607	7%	2898	6%	100864	23%	27689	21%
Black	16813	7%	5307	6%	2816	2%	909	2%	19629	4%	6216	5%
Mixed	10349	4%	2546	3%	6780	4%	952	2%	17129	4%	3498	3%
Other	9033	4%	6199	7%	3062	2%	1517	3%	12095	3%	7716	6%
White	130505	51%	35578	42%	160725	86%	36850	73%	291230	66%	72428	54%
Unknown / Not Stated	N/A	N/A	9320	11%	N/A	N/A	7380	15%	N/A	N/A	16700	12%
<b>Total</b>	<b>253957</b>	<b>100%</b>	<b>83741</b>	<b>100%</b>	<b>186990</b>	<b>100%</b>	<b>50506</b>	<b>100%</b>	<b>440947</b>	<b>100%</b>	<b>134247</b>	<b>100%</b>

Gender	Hounslow / Urgent Care Centre				Richmond / Walk in Centre				Total (Hounslow & Richmond)			
	CCG Population		Patients Seen		CCG Population		Patients Seen		CCG Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Female	148495	49%	42456	51%	105386	50%	26907	53%	253881	49%	69363	52%
Male	157187	51%	41132	49%	104400	50%	23527	47%	261587	51%	64659	48%
Unknown	N/A	N/A	153	0%	N/A	N/A	72	0%	N/A	N/A	225	0%
<b>Total</b>	<b>305682</b>	<b>100%</b>	<b>83741</b>	<b>100%</b>	<b>209786</b>	<b>100%</b>	<b>50506</b>	<b>100%</b>	<b>515468</b>	<b>100%</b>	<b>134247</b>	<b>100%</b>

Age	Hounslow / Urgent Care Centre				Richmond / Walk in Centre				Total (Hounslow & Richmond)			
	CCG Population		Patients Seen		CCG Population		Patients Seen		CCG Population		Patients Seen	
	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%	Measure	%
Under 18	66960	22%	28667	34%	45904	22%	14102	28%	112864	22%	42769	32%
18 - 30	59726	20%	19018	23%	29641	14%	11390	23%	89367	17%	30408	23%
31 - 45	84776	28%	19231	23%	54629	26%	10429	21%	139405	27%	29660	22%
46 - 60	52463	17%	10344	12%	42883	20%	7598	15%	95346	18%	17942	13%
61 - 75	27523	9%	4738	6%	24123	11%	4701	9%	51646	10%	9439	7%
Over 75	14234	5%	1743	2%	12606	6%	2286	5%	26840	5%	4029	3%
<b>Total</b>	<b>305682</b>	<b>100%</b>	<b>83741</b>	<b>100%</b>	<b>209786</b>	<b>100%</b>	<b>50506</b>	<b>100%</b>	<b>515468</b>	<b>100%</b>	<b>134247</b>	<b>100%</b>

Hounslow Urgent Care Centre (UCC) is staffed by experienced GPs, nurses, emergency care practitioners, healthcare assistants and other healthcare practitioners. The centre treats minor injuries and illnesses that require urgent treatment. The Hounslow UCC is open 24 hours a day, 365 days a year. The Walk-in Centre (WiC) at Teddington Memorial Hospital in the Richmond area is staffed by experienced nurses and offers advice and treatment for adults and children with minor injuries and illnesses. The WiC is open Monday to Friday: 8am – 10pm and weekends and bank holidays from: 8am – 9pm. Both centres are open to everyone, and you do not have to a GP in or reside in the Hounslow or Richmond areas.

For both UCC and WiC, the proportion of patients seen in 2015/16 within each ethnic is roughly what would be expected with the exception of the White Ethnic group, where 54 percent of patients seen reported their ethnic group as White compared to 66% in the Hounslow and Richmond Local Authority populations. It is difficult to draw any conclusions when 12 percent of patients seen (11 percent at the UCC and 15 percent at the WiC) did not have an ethnicity recorded.

Fifty-one percent of patients seen by the UCC were female and 49 percent were male. This compares to a gender distribution of 49 percent female and 51 percent male in the Hounslow CCG population. Fifty-three percent of patients seen by the WiC were female and 47 percent were male. This compares to a gender distribution of 50 percent female and 50 percent male in the Richmond CCG population.

For both the UCC and WiC, those in the 'Under 18' and '18 - 30' age groups were seen more in 2015/16 than would be expected from the Hounslow and Richmond CCG populations. For the 'Under 18' age group, 32 percent of patients seen compared to 22 percent in the population and for the '18 - 30' age group, 23 percent of patients seen compared to 17 percent in the population. All other age groups (aged 31 and over) were seen slightly less than would be expected.