



# **Equality and Diversity Impact Assessment for NHS 24 Frontline Shift Review Phase 2**

**Consultation Response Form – (June 2023)**

NHS 24 Equality and Diversity Impact Assessment for NHS 24's Frontline Shift Review Phase Two.

We are inviting comments on our draft findings from an Equality and Diversity Impact Assessment for NHS 24's Frontline Shift Review Phase Two and ask that you respond by 29 September 2023. We ask that, if possible, you use this consultation response form to share your feedback.

Prompt questions can be found in this form. Responding to these questions will help us to compare all the comments we receive. It will also help us to ensure that our feedback to you is clearly focused on what you tell us. Where specific changes are suggested in your response, it would assist the reviewing process if these are clearly cross-referenced to the relevant section[s] of the Equality and Diversity Impact Assessment.

We invite people to inform and influence the design, development and improvement of our functions, policies, services and practices. This consultation is open to anyone, including third sector organisations, members of the public, our own workforce, or our Local Authority and NHS partners. This consultation process is intended to help identify and remove any unintended discrimination or unfair treatment for any groups of people.

Most aspects of the draft Equality and Diversity Impact Assessment are open to amendment, provided that the case made for any suggested amendments includes evidence of any as yet unidentified potential discrimination, or that proposals for changes will clearly enhance equality of opportunity.

NHS 24 is committed to making our workplace and services accessible for all of Scotland's diverse communities and we appreciate your support in helping us to achieve this.

Completed responses should be sent to:

Stakeholder Engagement Team  
NHS 24  
Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow  
G51 4EB

e-mail – [NHS24.EngagementTeam@nhs24.scot.nhs.uk](mailto:NHS24.EngagementTeam@nhs24.scot.nhs.uk)

### **Access to consultation responses**

If you want the information in your response to the consultation to be kept confidential, you should select “no” to this information being shared in the Your Details section below, although we cannot guarantee to do this. All information contained in your response, including personal information, may be subject to publication or disclosure if requested under the Freedom of Information (Scotland) Act 2002. By providing personal information for the purpose of this public consultation exercise, it is understood that you consent to its disclosure and publication. If you are concerned about information being shared then you should limit any sensitive personal information you provide or remove it completely.

### **Consultation Feedback**

If you choose to share your contact details then your response will be acknowledged and responded to. At the end of the consultation period, all comments will be fairly considered. NHS 24 will consider changes to the Equality and Diversity Impact Assessment based on consultation feedback and the final version of the impact assessment will be published on our website: <https://www.nhs24.scot/get-involved/equality-and-diversity-impact-assessments>

**Your details**

Sharing your personal details is optional, however this information does help us to understand who has been involved in our consultation, and it will allow us to respond to you with regards to your feedback.

Name:

Contact telephone number:

E-mail:

1. Are you responding: (please put a cross)

(a) As an individual

(b) On behalf of a group or organisation

2. Do you agree to your response being made available to the public?

Yes

No

**Note:** If you have selected no, we will not publish your response, unless as previously indicated, information contained in your response, including personal information, is subject to publication or disclosure when requested under the Freedom of Information (Scotland) Act 2002.

3. Please indicate, by putting a cross against the sector to which you belong. Please add any further points of clarification you wish to make.

National Health Service

Public Representative Group

Local Authority

Patient Representative Group

Voluntary Sector

Trade Union or Professional Organisation

Other

Further comment:

Your views on the NHS 24 draft Equality and Diversity Impact Assessment Frontline Shift Review Phase Two.

Please answer as many of the questions as you can and please use the comment box to provide any additional details.

**Specific questions and prompts**

**Q 1.** Is the structure and layout of our draft Equality and Diversity Impact Assessment of the proposed NHS 24’s Frontline Shift Review Phase Two easy to understand?

Yes            No

Comment:

**Q 2.** Is our explanation of the topic that is being impact assessed, including the aims, purpose, effect, expected outcomes and potential risks clear?

Yes            No

Comment:

**Q 3.** We have set out our findings on the impact – whether beneficial or adverse - in section 4. In the context of the information available, would you agree that our conclusions are broadly accurate?

Yes            No

Comment

**Q 4.** In section 5, we set out any recommendations we believe are required to help remove any unintended discrimination, meet our legal duties, and promote equality of opportunity. Are there any more recommendations we should consider?

Yes                      No

Comment

**Q 5.** Do you have any more comments on this draft Equality and Diversity Impact Assessment?

Yes    No

Comment

OFFICIAL

Thank you for taking the time to provide us with your thoughts and comments on the NHS 24 draft Equality and Diversity Impact Assessment for NHS 24's Frontline Shift Review Phase Two. Please remember to return this form by **29 September 2023** to:

**Stakeholder Engagement Team**

NHS 24  
Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow  
G51 4EB

e-mail – [NHS24.EngagementTeam@nhs24.scot.nhs.uk](mailto:NHS24.EngagementTeam@nhs24.scot.nhs.uk)