

State of Care 2015/16

Equality in health and social care chapter: data annex

This document contains further detail on a number of pieces of analysis that were undertaken to inform the chapter on equality in health and social care for the 2015/16 State of Care report.

1. Analysis of patient surveys

Key to the summary tables for the patient surveys analysis

x = experience for that group is statistically significantly worse than that of the comparator, and by at least 10%

✓ = experience for that group is statistically significantly better than that of the comparator, and by at least 10%

Blank = no significant difference, or less than 10%

How to read the charts

Each chart shows results on a particular question for groups within the protected characteristics. A high score (nearer 100) represents a better experience. The group selected as the comparator (usually the highest scoring) is bordered in grey with a paler bar, and any groups which are statistically significantly worse than this and show a score which is at least 10% worse than the comparator is bordered in red.

NHS inpatient survey – access

Comparator	Equality group	Whether hospital staff told you who to contact if you are worried about your condition or treatment after leaving hospital		Whether hospital staff discussed whether you would need any equipment or adaptations on leaving hospital		Whether hospital staff discussed whether you would need any health or social care services after leaving hospital	
		2015	2014	2015	2014	2015	2014
People with no long-term condition	People with a mental health condition	✗ (Figure 1)	✗	✗ (Figure 2)	✗	✗ (Figure 4)	✗
	People with a learning disability			✗ (Figure 2)	✗		✗
	Blind and partially sighted people	✗ (Figure 1)	✗				
	People who are deaf or have hearing impairment						
	People with a long-term physical condition						
	People with a longstanding illness						

Comparator	Equality group	Whether hospital staff told you who to contact if you are worried about your condition or treatment after leaving hospital		Whether hospital staff discussed whether you would need any equipment or adaptations on leaving hospital		Whether hospital staff discussed whether you would need any health or social care services after leaving hospital	
		2015	2014	2015	2014	2015	2014
White people	Asian/ Asian British			X (Figure 3)	X		X
	Black/ Black British			X (Figure 3)	X		
	Mixed/ dual heritage				X		
	Chinese			X (Figure 3)	X		
	Any other ethnic category				X		X

NHS inpatient survey – involvement in own care, information given during care

Comparator	Equality group	Whether you were involved as much as you wanted to be in decisions about your care and treatment	How much information about your condition or treatment was given to you
		2015	2015
People with no long-term condition	People with a mental health condition	✘ (Figure 5)	
	People with a learning disability	✘ (Figure 5)	
	Blind and partially sighted people	✘ (Figure 5)	
	People who are deaf or have hearing impairment		
	People with a long-term physical condition		
	People with a longstanding illness		

Note: there were no significant differences of greater than 10% for the question on involvement in decisions about care for any other groups or categories. There were no significant differences for the question on information about your condition or treatment for any of the groups or categories. These questions were not included in the 2014 survey analysis.

NHS inpatient survey – treatment by staff

Comparator	Equality group	Treated with respect & dignity whilst in hospital	Got enough emotional support from hospital staff	Confidence & trust in the nurses	Confidence & trust in the doctor
		2015	2015	2015	2015
People with no long-term condition	People with a mental health condition	✘	✘		✘
	People with a learning disability				
	Blind and partially sighted people				
	People who are deaf or have hearing impairment				
	People with a long-term physical condition				
	People with a longstanding illness				
White people	Asian/ Asian British		✘ (Figure 7)		

Comparator	Equality group	Treated with respect & dignity whilst in hospital	Got enough emotional support from hospital staff	Confidence & trust in the nurses	Confidence & trust in the doctor
		2015	2015	2015	2015
	Black/ Black British				
	Mixed/ dual heritage				
	Chinese		✘ (Figure 7)		
	Any other ethnic category				
People aged 66-80 [Note: this may not be the right comparator group, but not clear which it should be]	16-35	✘ (Figure 6)	✘ (Figure 8)	✘ (Figure 10)	✘ (Figure 11)
	36-50		✘ (Figure 8)		
	51-65				
	>80				

Comparator	Equality group	Treated with respect & dignity whilst in hospital	Got enough emotional support from hospital staff	Confidence & trust in the nurses	Confidence & trust in the doctor
		2015	2015	2015	2015
Christians	No religion				
	Buddhist				
	Hindu				
	Jewish				
	Muslim		✘ (Figure 9)		
	Sikh				
	Other				
	Prefer not to say		✘ (Figure 9)		

Comparator	Equality group	Treated with respect & dignity whilst in hospital	Got enough emotional support from hospital staff	Confidence & trust in the nurses	Confidence & trust in the doctor
		2015	2015	2015	2015
Other (sexual orientation)	Heterosexual / straight				
	Gay / lesbian				
	Bisexual		x		
	Prefer not to say				

Note: There were no significant differences of greater than 10% for these questions for any of the other groups or categories.

NHS inpatient survey – overall experience

Comparator	Equality group	Overall experience	
		2015	2014
People with no long-term condition	People with a mental health condition	x	x
	People with a learning disability		
	Blind and partially sighted people		
	People who are deaf or have hearing impairment		
	People with a long-term physical condition		
	People with a longstanding illness		
People aged 66-80 [Note: this may not be the right comparator group, but not clear which it should be] (Figure 10)	16-35		x
	36-50		
	51-65		
	>80		

Note: there were no significant differences of greater than 10% for these questions for any of the other groups or categories.

Figure 1: Whether hospital staff told you who to contact if you were worried about your condition or treatment after you left hospital

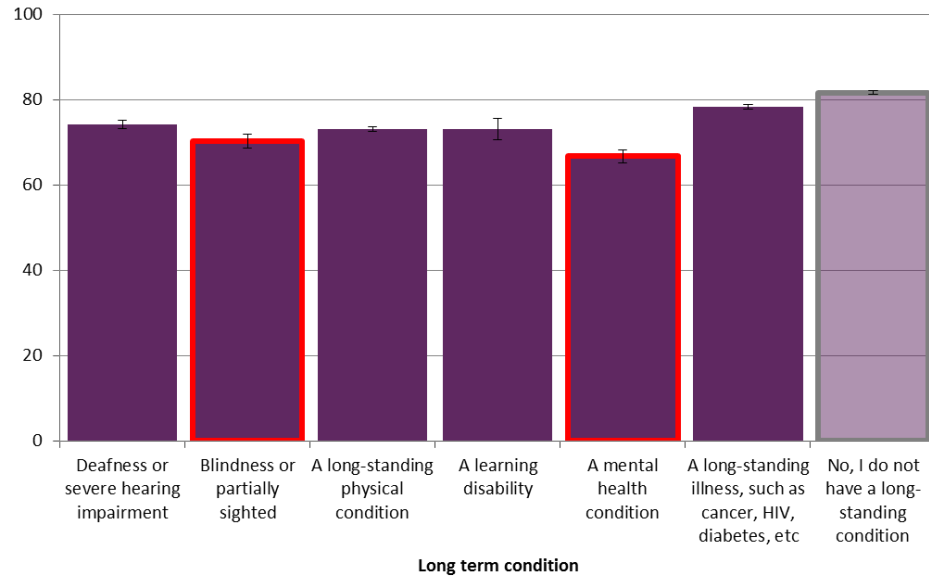


Figure 2: Whether hospital staff discussed with you if you would need any additional equipment in your home or any adaptations made to your home, after leaving hospital

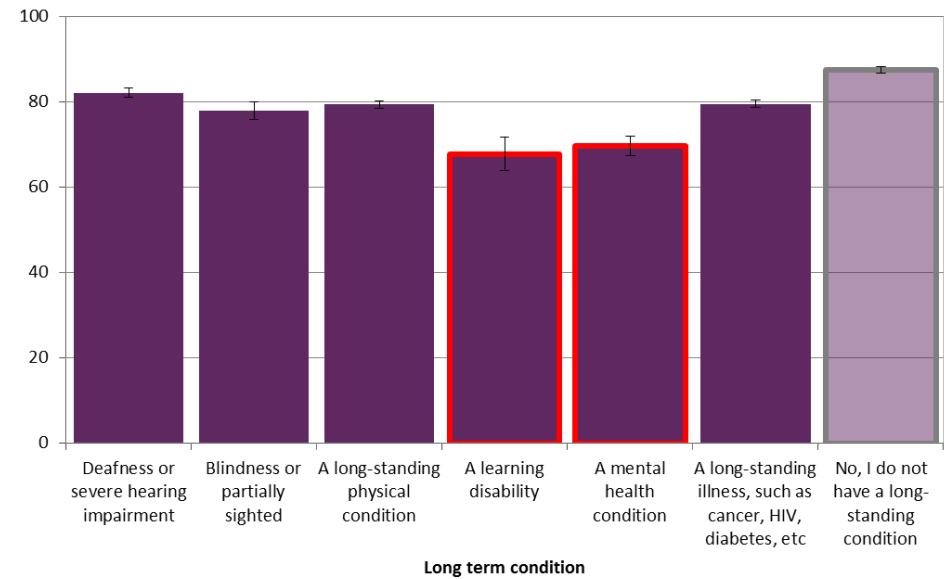


Figure 3: Whether hospital staff discussed with you if you would need any additional equipment in your home, or any adaptations made to your home, after leaving hospital

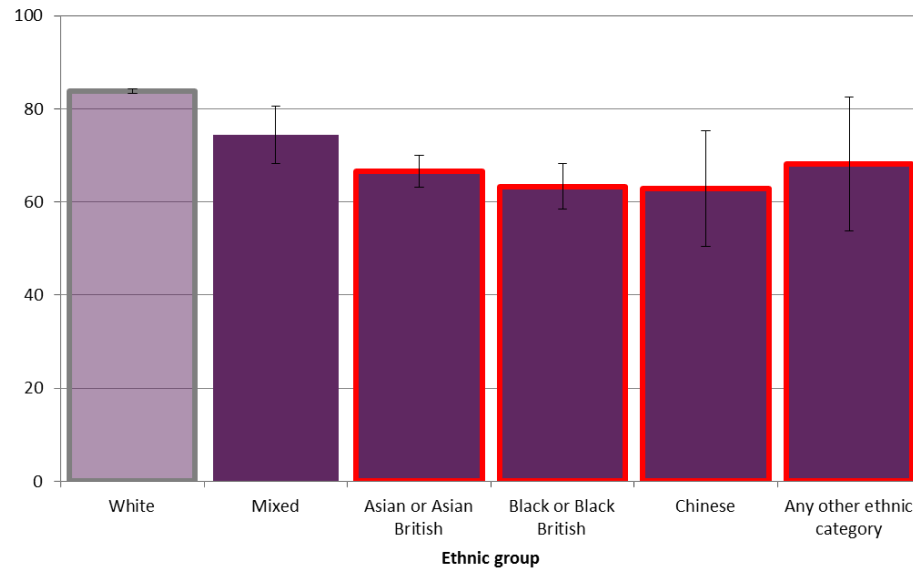


Figure 4: Whether hospital staff discussed with you whether you may need any further health or social care services after leaving hospital

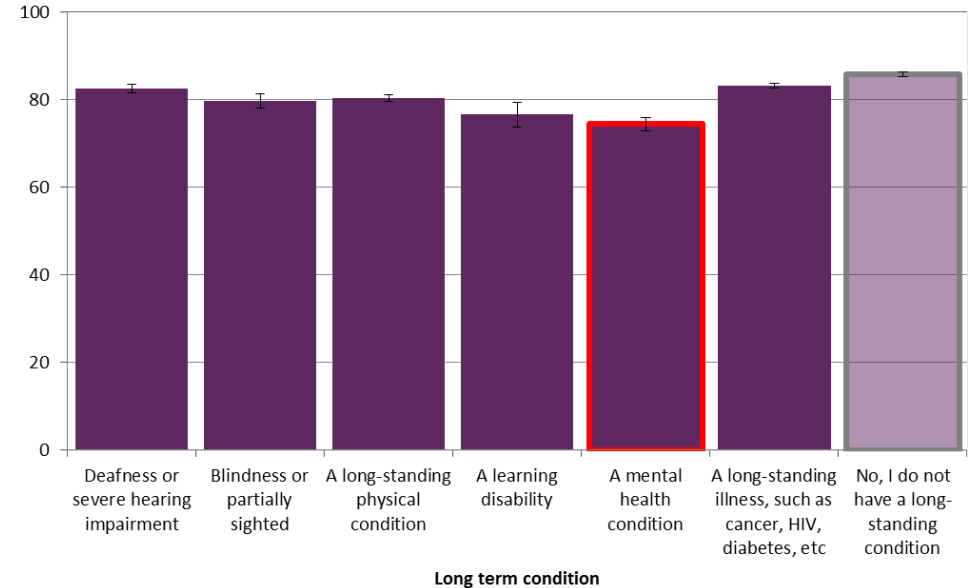


Figure 5: Whether you were involved as much as you wanted to be in decisions about your care and treatment

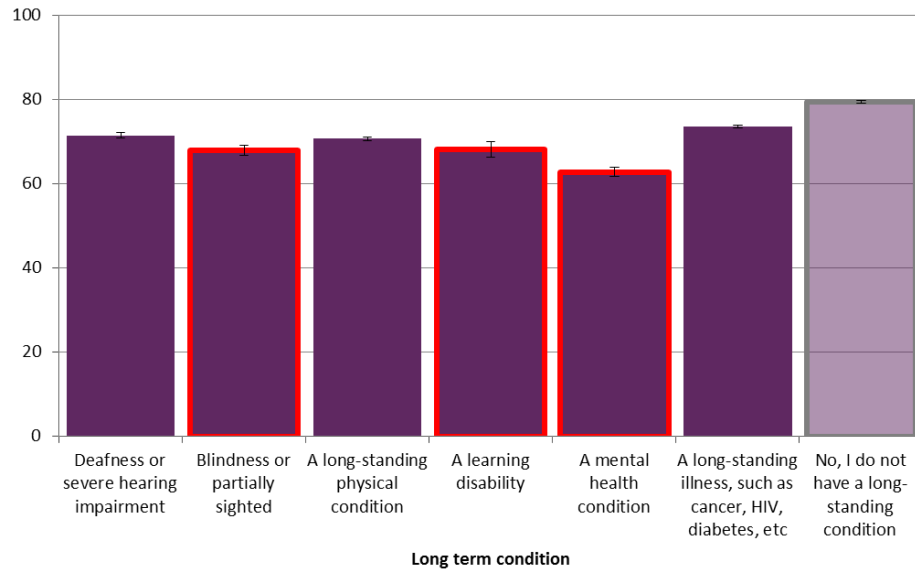


Figure 6: Treated with dignity and respect

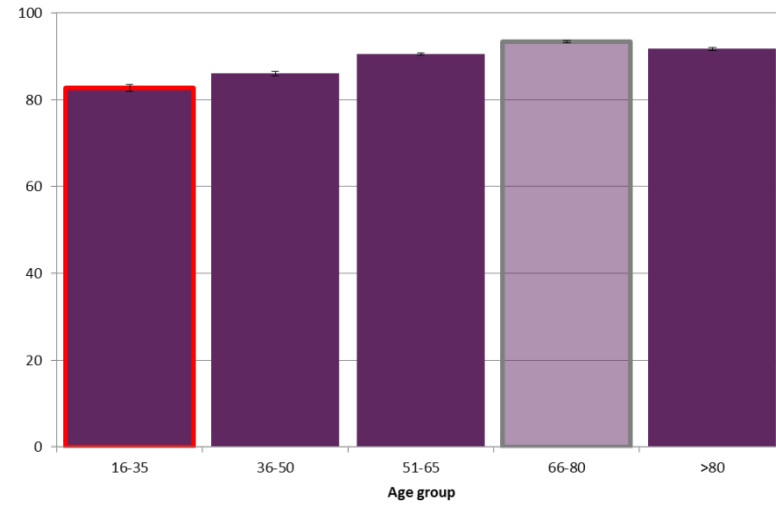


Figure 7: Got enough emotional support from hospital staff during your stay

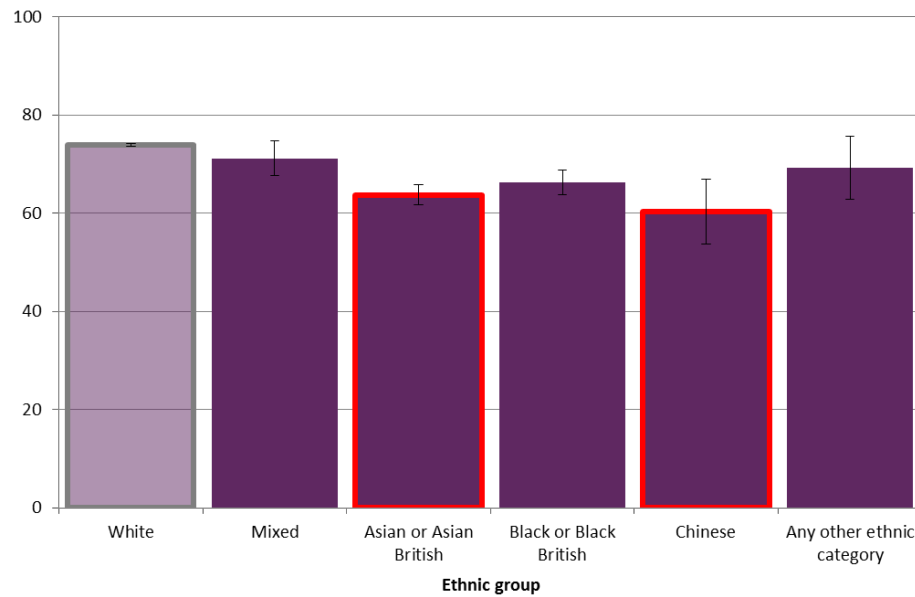


Figure 8: Got enough emotional support from hospital staff during your stay

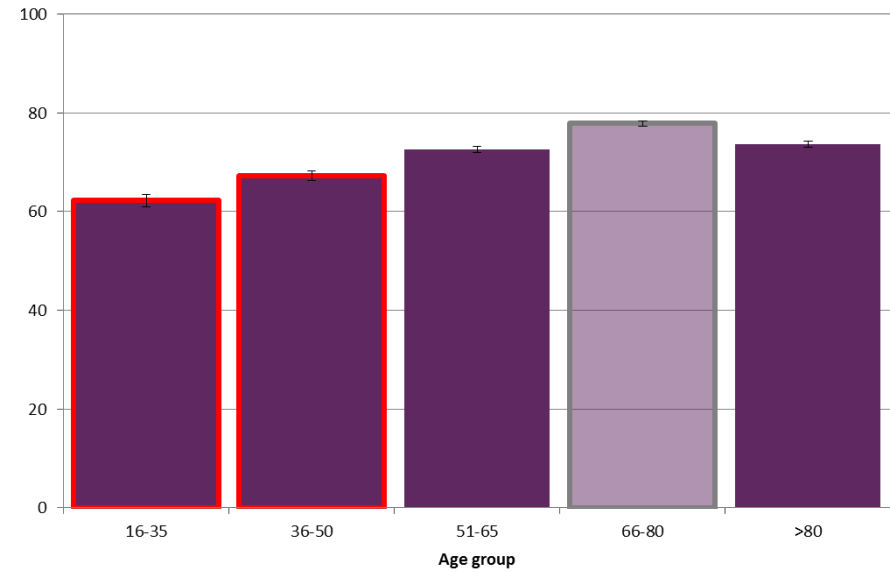


Figure 9: Got enough emotional support from hospital staff during your stay

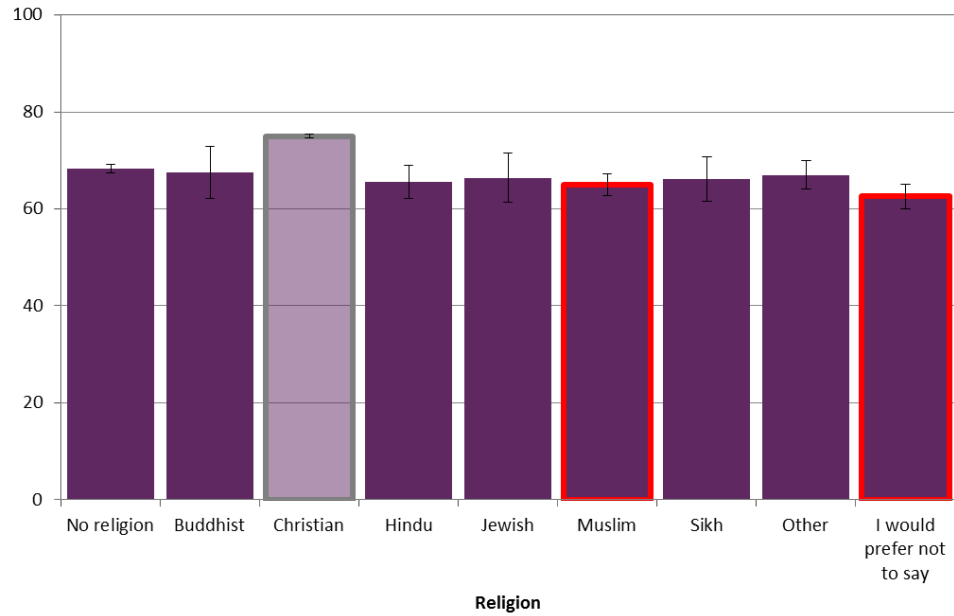


Figure 10: Confidence and trust in the nurses

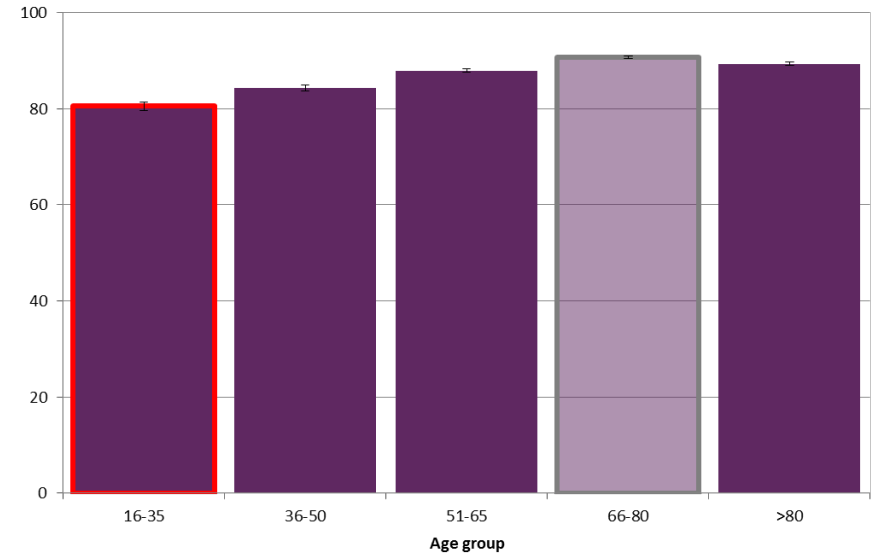
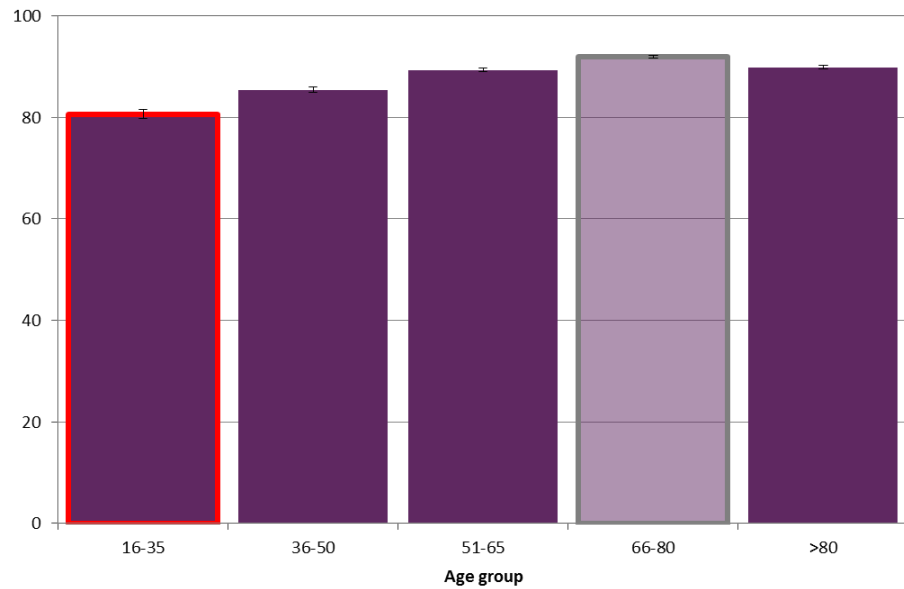


Figure 11: Confidence and trust in the doctors



NHS maternity survey 2015: involvement in care

Comparator	Equality group	Whether you were offered choices about where to have your baby	Whether you were involved enough in decisions about your antenatal care	Whether you were involved enough in decisions about your care during labour and birth	Whether you felt the midwife or midwives always listened to you
People with no long-term condition	People with deafness or severe hearing impairment				
	People who are blind or partially sighted				
	People with a longstanding physical condition				
	People with a learning disability		✗ (Figure 13)		
	People with a mental health condition				
	People with a longstanding illness such as cancer, HIV, diabetes, chronic heart disease or epilepsy	✗ (Figure 12)			
Heterosexual / straight	Gay / lesbian				
	Bisexual				

Comparator	Equality group	Whether you were offered choices about where to have your baby	Whether you were involved enough in decisions about your antenatal care	Whether you were involved enough in decisions about your care during labour and birth	Whether you felt the midwife or midwives always listened to you
	Other	x			
	Prefer not to say				

NHS maternity survey 2015: information given during care

Comparator	Equality group	Whether you got enough information from either a midwife or doctor to help you decide where to have your baby	Whether you felt that you were given appropriate advice and support at the very start of your labour when you contacted a midwife or the hospital	Whether you were spoken to in a way you could understand during labour and birth	Whether you were given the information or explanations you needed in hospital after the birth of your baby
People with no long-term condition	People with deafness or severe hearing impairment				
	People who are blind or partially sighted				
	People with a longstanding physical condition				

Comparator	Equality group	Whether you got enough information from either a midwife or doctor to help you decide where to have your baby	Whether you felt that you were given appropriate advice and support at the very start of your labour when you contacted a midwife or the hospital	Whether you were spoken to in a way you could understand during labour and birth	Whether you were given the information or explanations you needed in hospital after the birth of your baby
	People with a learning disability				
	People with a mental health condition				
	People with a longstanding illness such as cancer, HIV, diabetes, chronic heart disease or epilepsy				
Heterosexual / straight	Gay / lesbian				
	Bisexual				
	Other				
	Prefer not to say				
Mixed	White				

Comparator	Equality group	Whether you got enough information from either a midwife or doctor to help you decide where to have your baby	Whether you felt that you were given appropriate advice and support at the very start of your labour when you contacted a midwife or the hospital	Whether you were spoken to in a way you could understand during labour and birth	Whether you were given the information or explanations you needed in hospital after the birth of your baby
	Asian or Asian British				
	Black or Black British				
	Arab and other ethnic groups	✓ (Figure 14)			
	Not stated				

NHS maternity survey 2015: information about care and services to access after the birth

Comparator	Equality group	Whether the midwives and other health professionals gave you consistent advice about feeding your baby	Whether you were given enough information about your own physical recovery after the birth	Whether you received help and advice from health professionals about your baby's health and progress in the 6 weeks after the birth	Whether you were given enough information about any emotional changes you might experience after the birth
People with no long-term condition	People with deafness or severe hearing impairment				
	People who are blind or partially sighted				
	People with a longstanding physical condition				
	People with a learning disability				
	People with a mental health condition				
	People with a longstanding illness such as cancer, HIV, diabetes, chronic heart disease or epilepsy				

Comparator	Equality group	Whether the midwives and other health professionals gave you consistent advice about feeding your baby	Whether you were given enough information about your own physical recovery after the birth	Whether you received help and advice from health professionals about your baby's health and progress in the 6 weeks after the birth	Whether you were given enough information about any emotional changes you might experience after the birth
Heterosexual / straight	Gay / lesbian	✗ (Figure 15)			
	Bisexual				
	Other				
	Prefer not to say				
White	Mixed				
	Asian or Asian British	✓ (Figure 16)			
	Black or Black British	✓ (Figure 16)			
	Arab and other ethnic groups	✓ (Figure 16)			
	Not stated	✓ (Figure 16)			

Comparator	Equality group	Whether the midwives and other health professionals gave you consistent advice about feeding your baby	Whether you were given enough information about your own physical recovery after the birth	Whether you received help and advice from health professionals about your baby's health and progress in the 6 weeks after the birth	Whether you were given enough information about any emotional changes you might experience after the birth
Aged 19-24	16-18	✓ (Figure 17)			
	25-29				
	30-34				
	35 and over				
No religion	Buddhist	✓ (Figure 18)	✓ (Figure 19)		
	Christian				
	Hindu	✓ (Figure 18)			
	Jewish			✗ (Figure 20, compared with Christians)	✗ (Figure 21, compared with Christians)
	Muslim	✓ (Figure 18)			

Comparator	Equality group	Whether the midwives and other health professionals gave you consistent advice about feeding your baby	Whether you were given enough information about your own physical recovery after the birth	Whether you received help and advice from health professionals about your baby's health and progress in the 6 weeks after the birth	Whether you were given enough information about any emotional changes you might experience after the birth
	Sikh				
	Other	✓ (Figure 18)			
	Prefer not to say				

NHS maternity survey 2015: staff treatment

Comparator	Equality group	Whether you were treated with kindness and understanding in hospital after the birth of your baby
Christian	No religion	
	Buddhist	
	Hindu	
	Jewish	✘ (Figure 22)
	Muslim	
	Sikh	
	Other	
	Prefer not to say	

Figure 12: Offered choices about where to have your baby

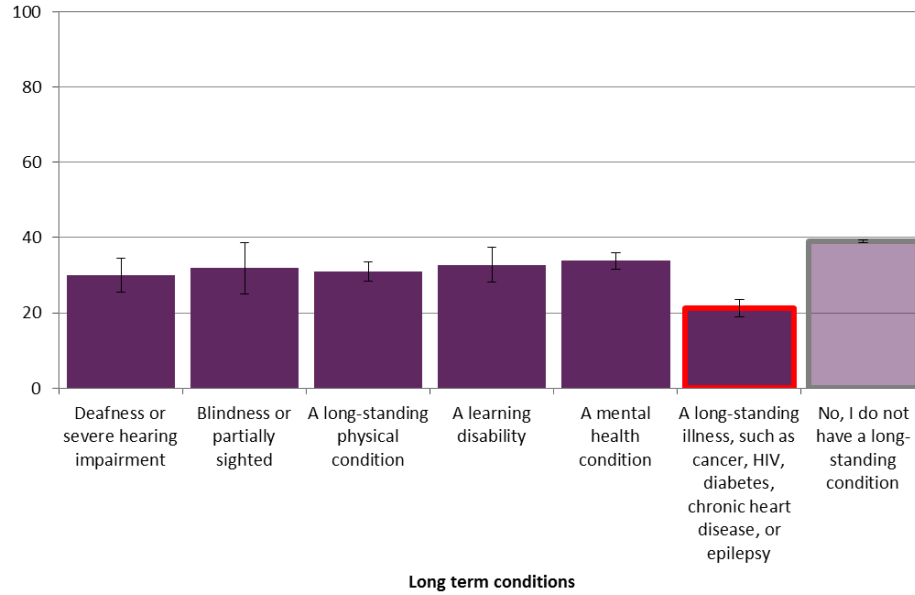


Figure 13: Involved enough in decisions about your antenatal care

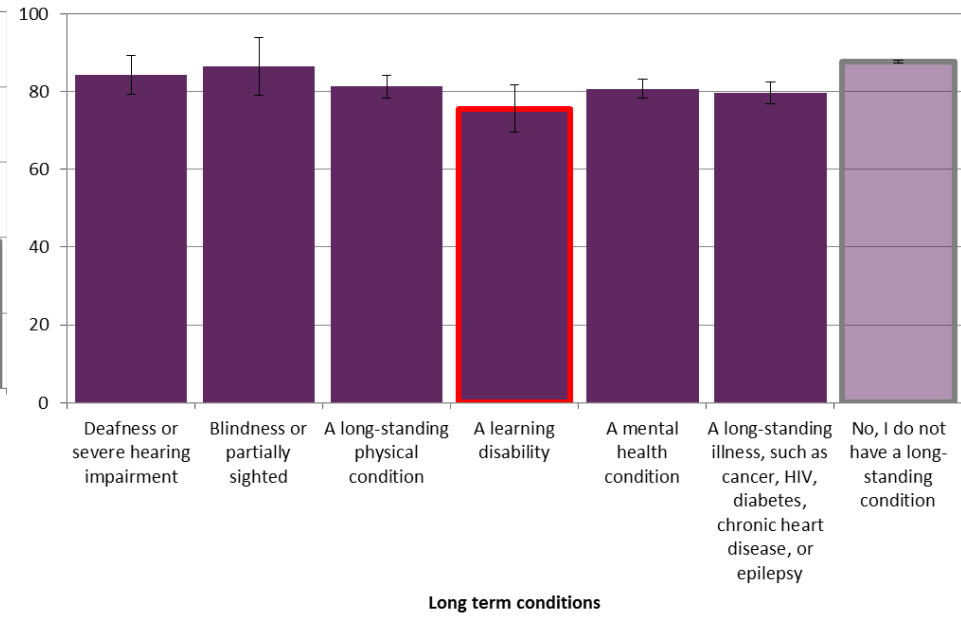


Figure 14: Given the information or explanations you needed during your care in hospital after the birth of your baby

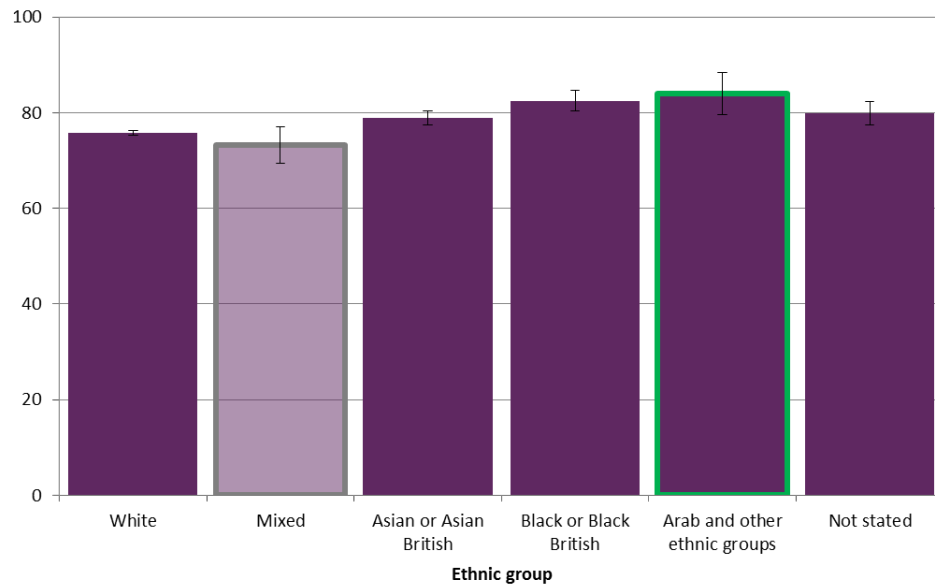


Figure 15: Given consistent advice about feeding your baby by midwives and other health professionals

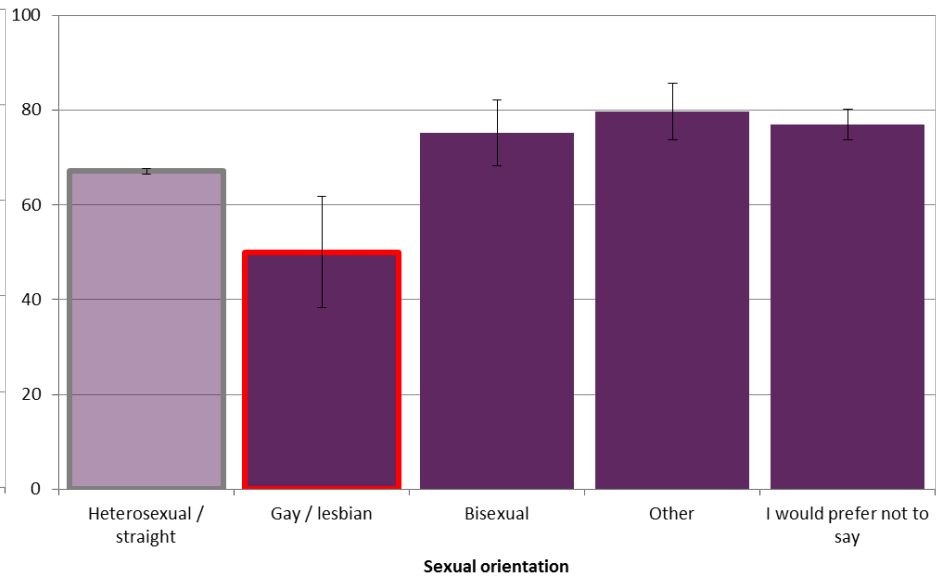


Figure 16: Given consistent advice about feeding your baby by midwives and other health professionals

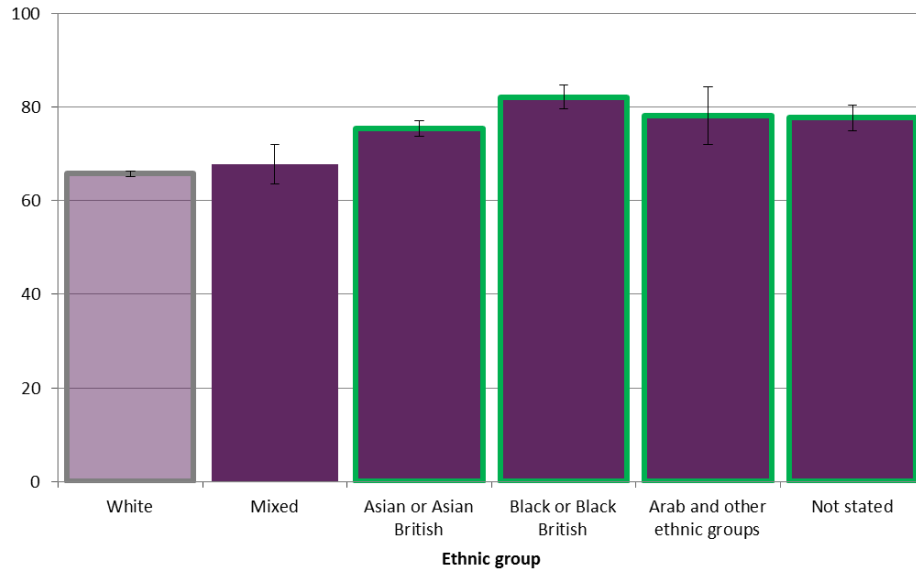


Figure 17: Given consistent advice about feeding your baby from midwives and other health professionals

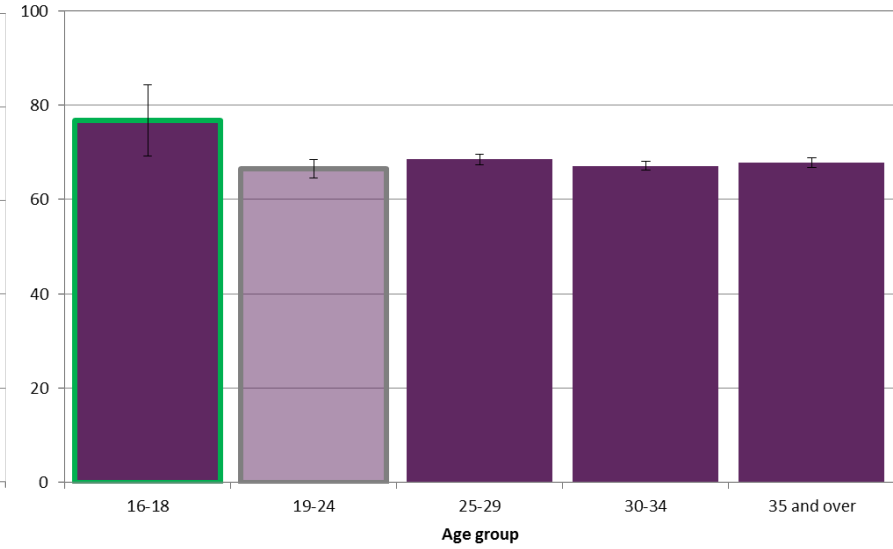


Figure 18: Given consistent advice about feeding your baby by midwives and other health professionals

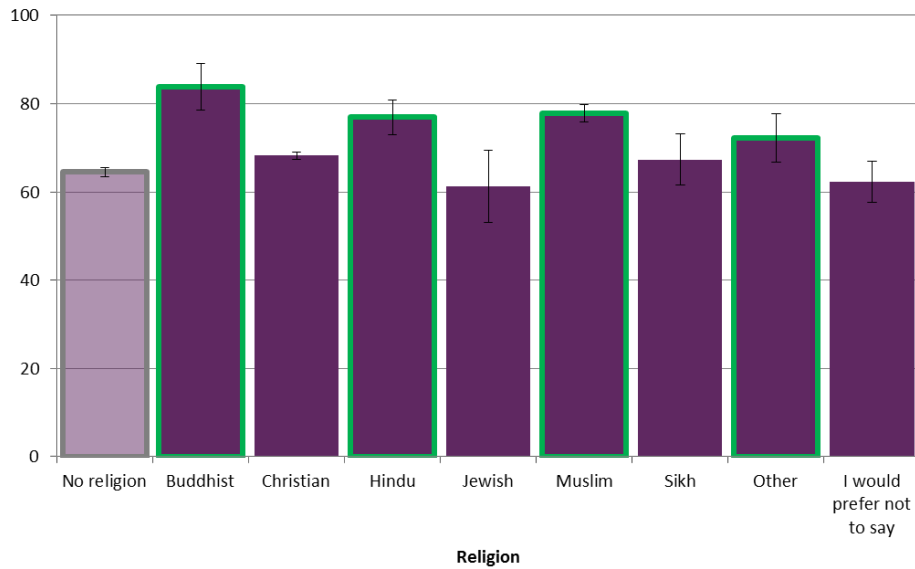


Figure 19: Given enough information about your own physical recovery after the birth

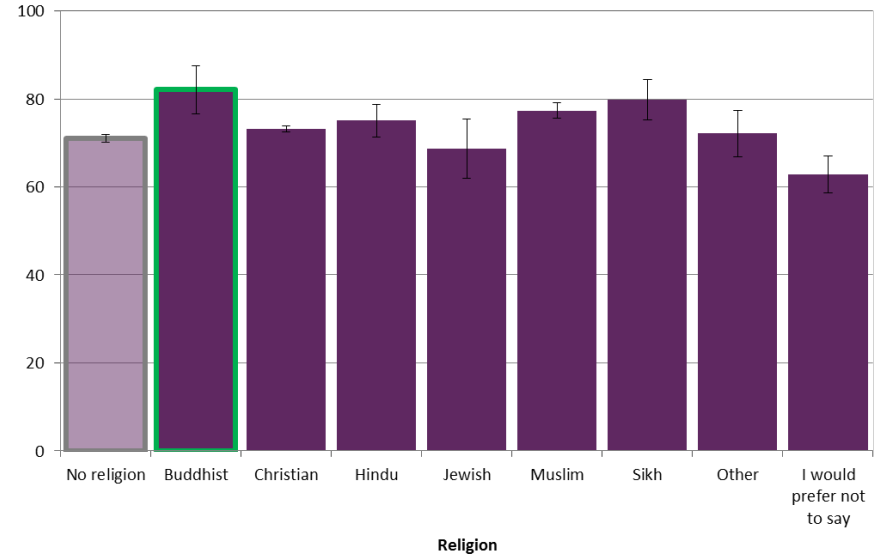


Figure 20: Received help and advice from health professionals about your baby's health and progress in the six weeks after the birth

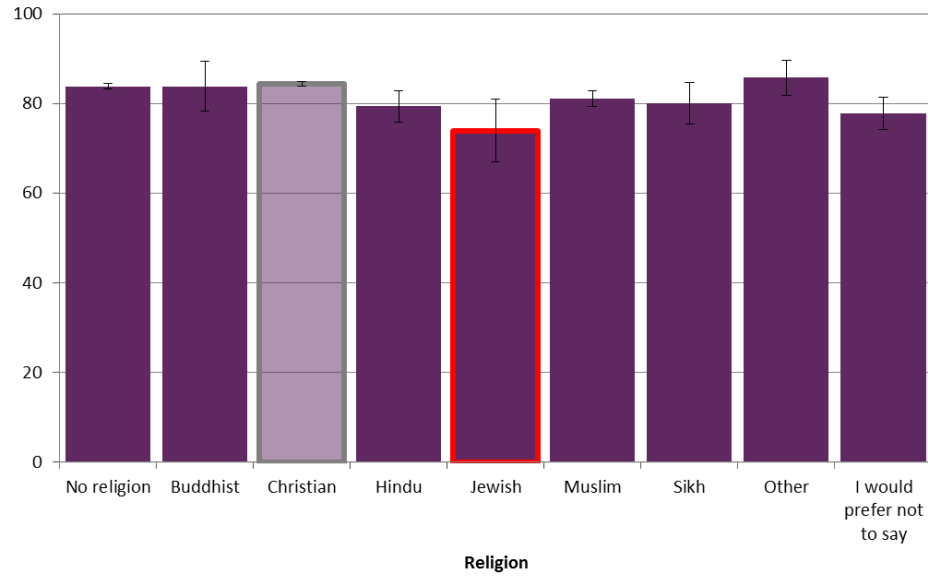


Figure 21: Given enough information about emotional changes you might experience after the birth

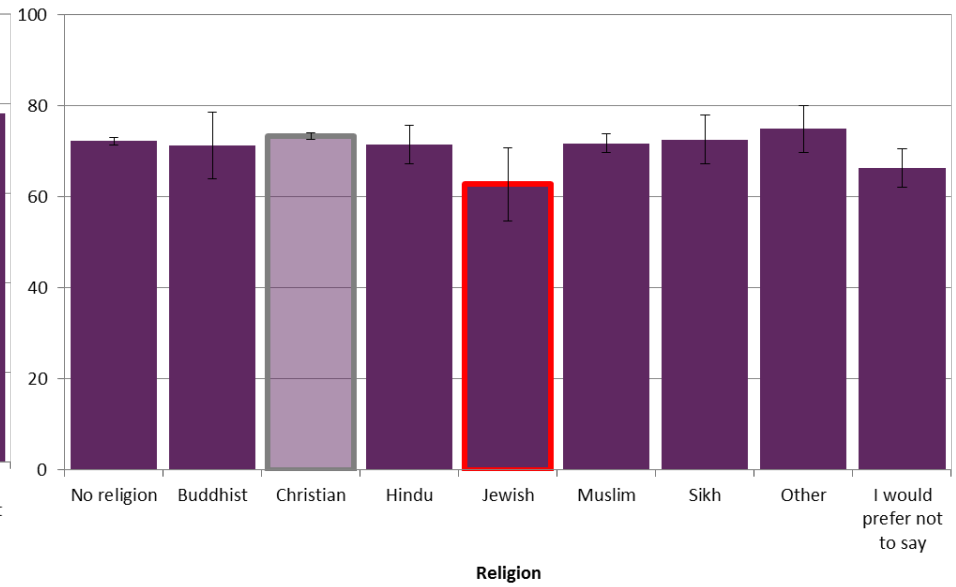
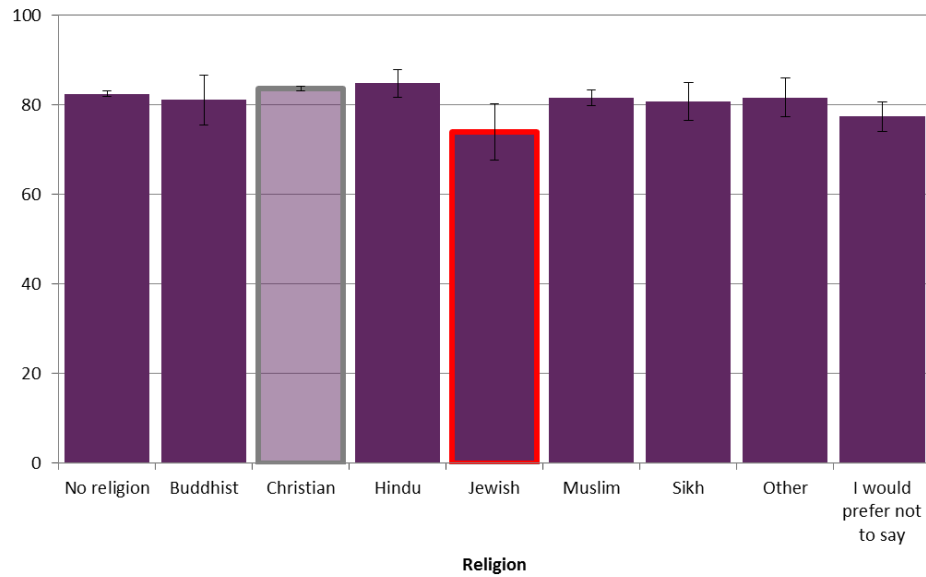


Figure 22: Treated with kindness and understanding in hospital after the birth of your baby



GP patient survey 2016

Equality group	Confidence in managing your own health	Ease of contacting the out of hours service by telephone	Overall experience of GP out-of-hours service	Helpfulness of receptionist at the GP surgery	Rating of GP treating you with care and concern	Rating of nurse treating you with care and concern	Confidence and trust in nurse	Overall experience of GP surgery
Age	✗ (Figure 23)			✗ (Figure 30)	✗ (Figure 32)		✗ (Figure 35)	
Ethnicity	✗ (Figure 24)	✗ (Figure 25)	✗ (Figure 27)	✗ (Figure 31)	✗ (Figure 33)	✗ (Figure 34)	✗ (Figure 36)	✗ (Figure 37)
Religion		✗ (Figure 26)	✗ (Figure 29)					✗ (Figure 38)
Sexual orientation			✗ (Figure 28)					

Figure 23: Confidence in managing own health

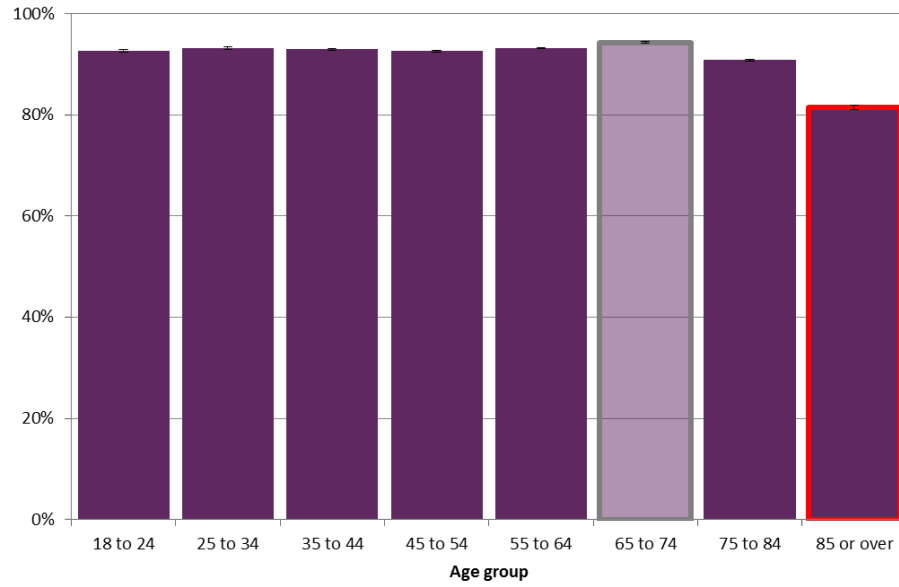


Figure 24: Confidence in managing own health

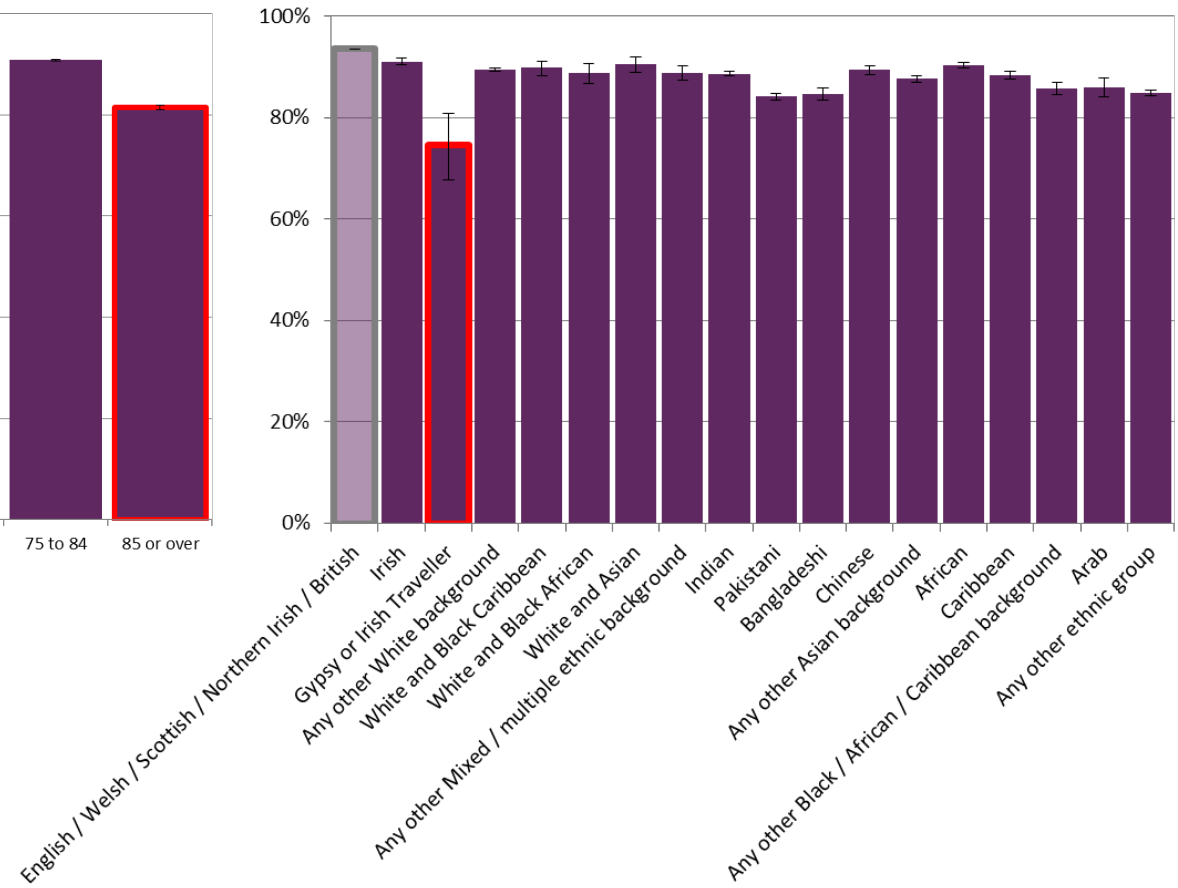


Figure 25: Ease of contacting the out-of-hours GP service by telephone

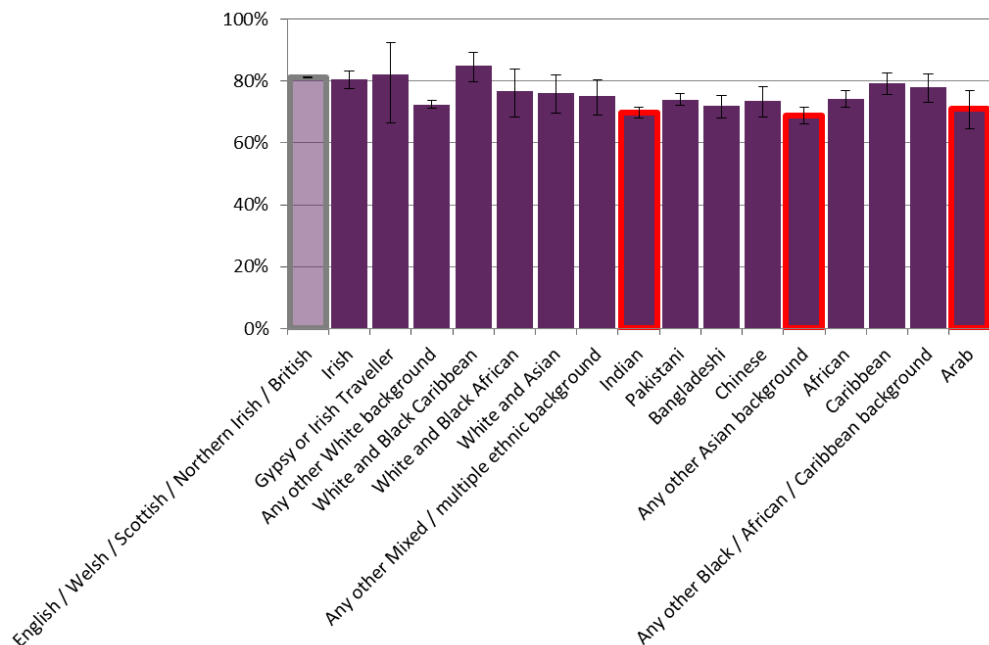


Figure 26: Ease of contacting the out-of-hours GP service by telephone

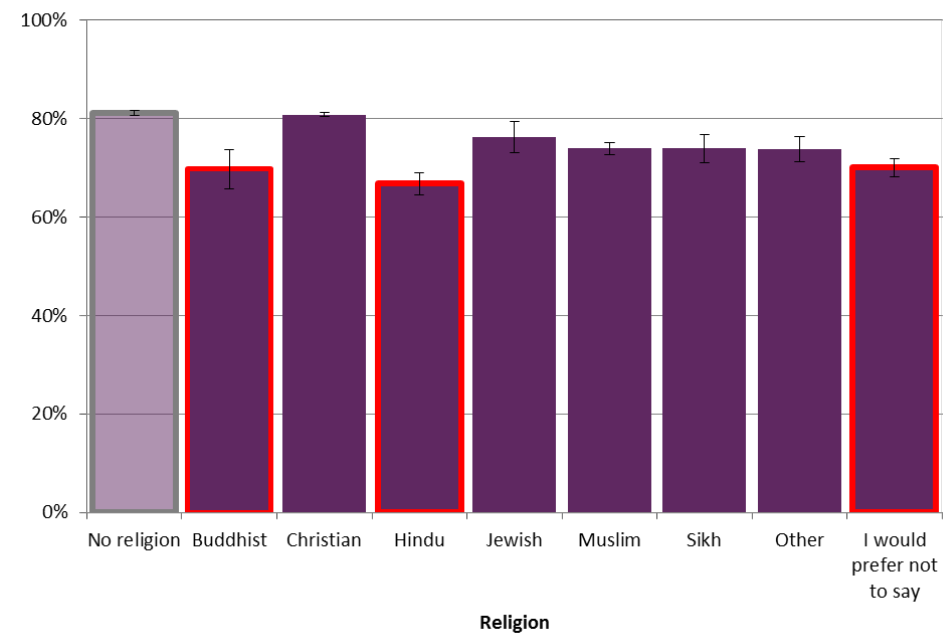


Figure 27: Overall experience of out-of-hours GP services

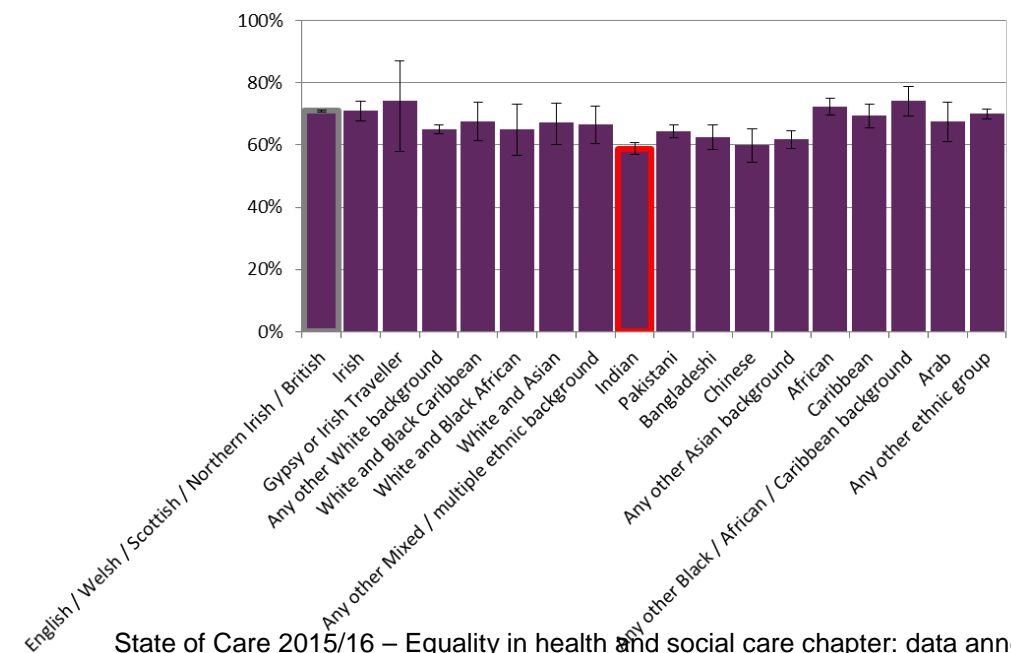


Figure 28: Overall experience of out-of-hours GP services

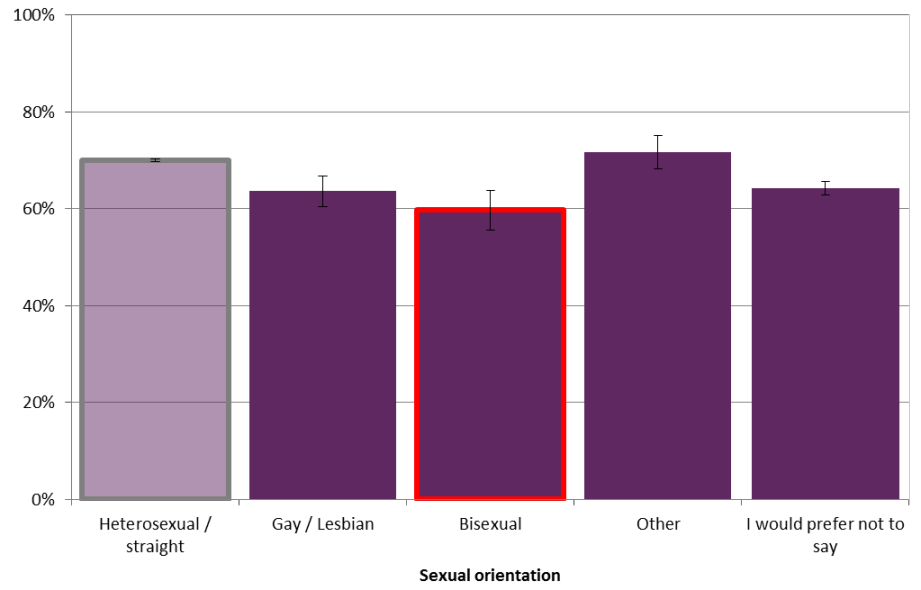


Figure 29: Overall experience of out-of-hours GP services

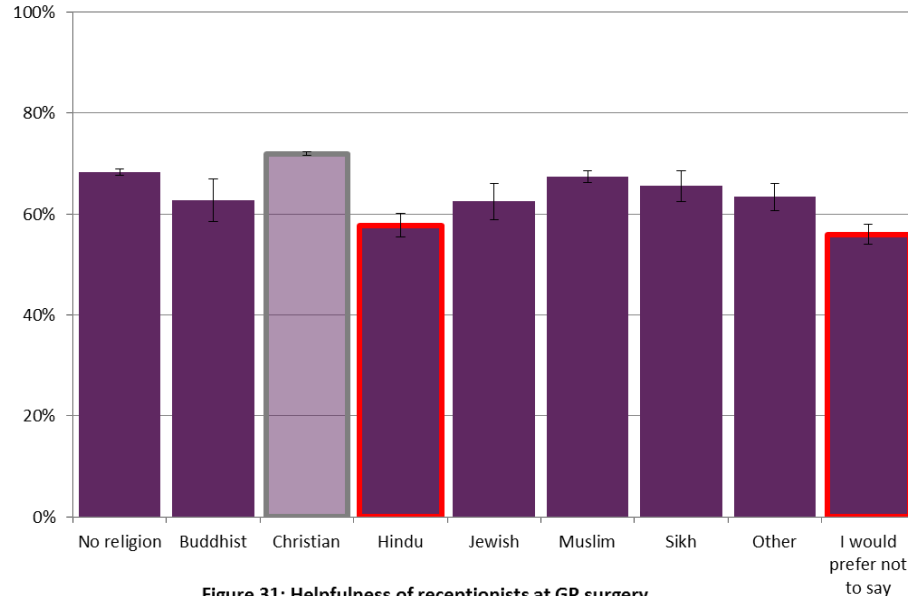


Figure 30: Helpfulness of receptionists at GP surgery

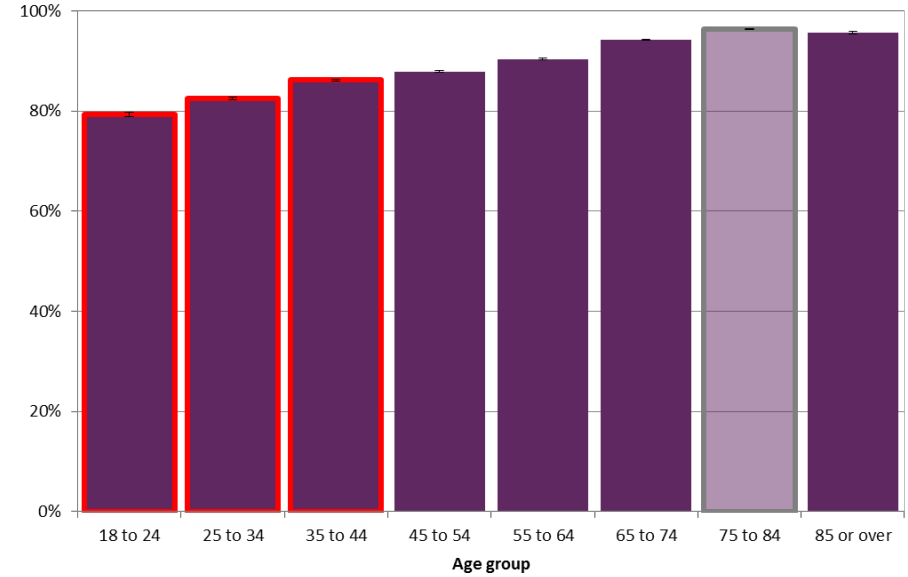


Figure 31: Helpfulness of receptionists at GP surgery

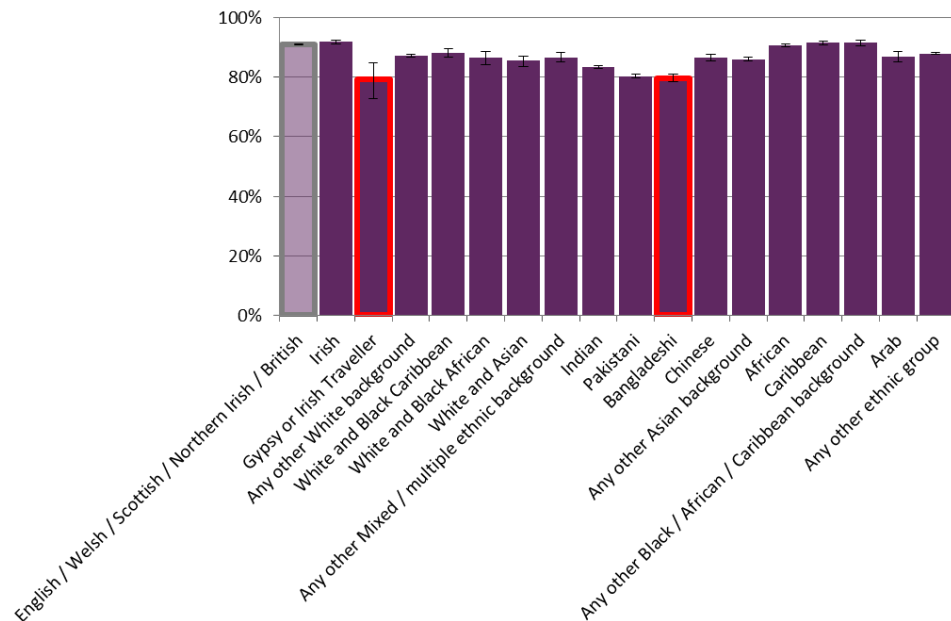


Figure 32: Rating of GP treating you with care and concern

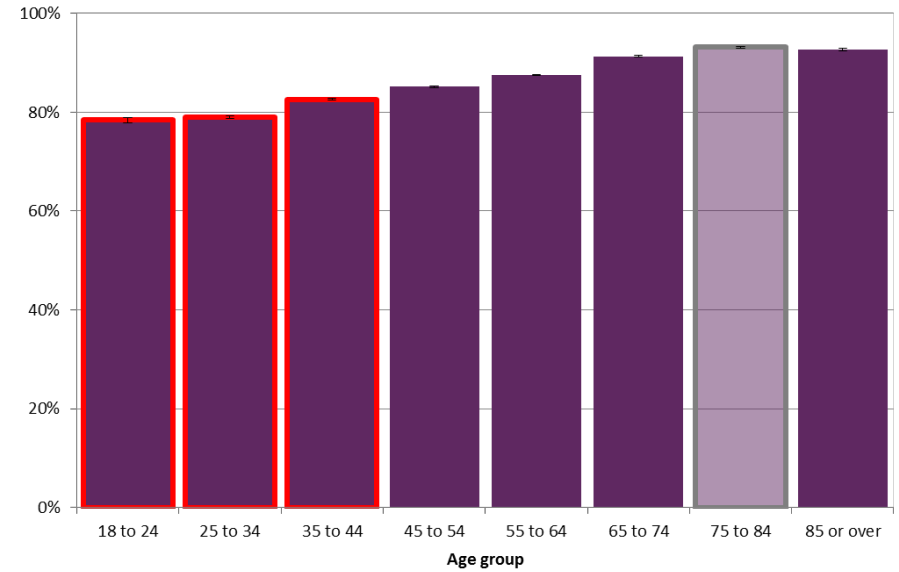


Figure 33: Rating of GP treating you with care and concern

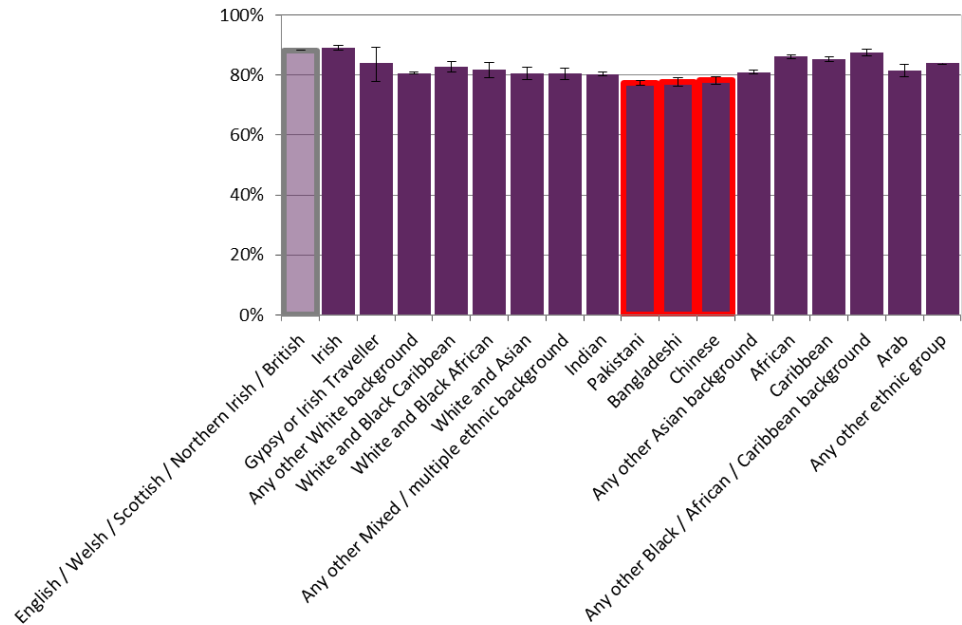


Figure 34: Rating of nurse treating you with care and concern

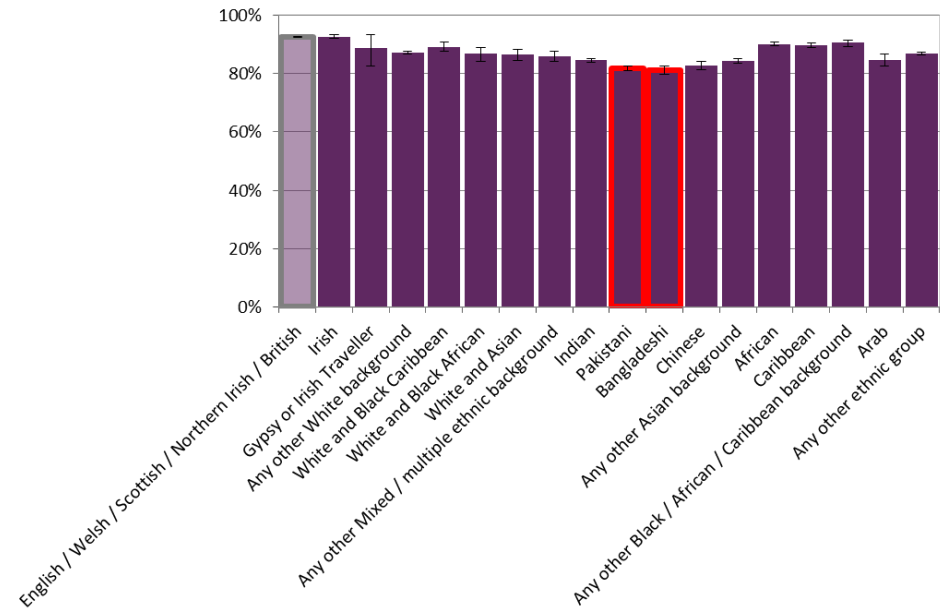


Figure 35: Confidence and trust in nurse

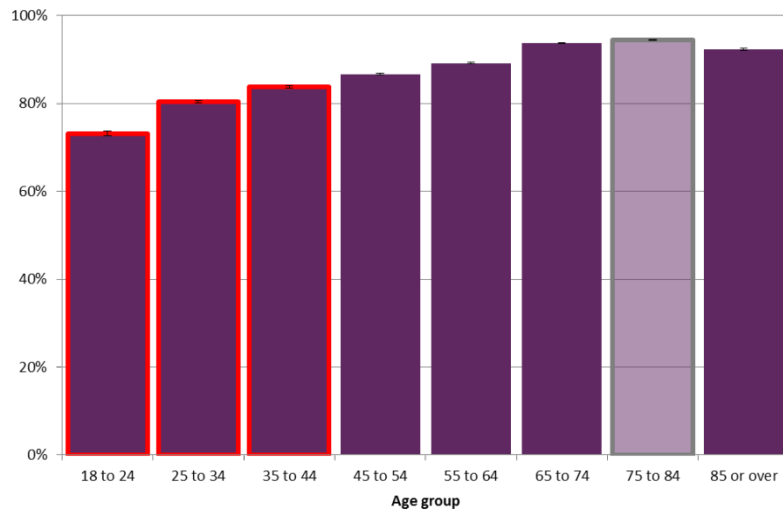


Figure 36: Confidence and trust in nurse

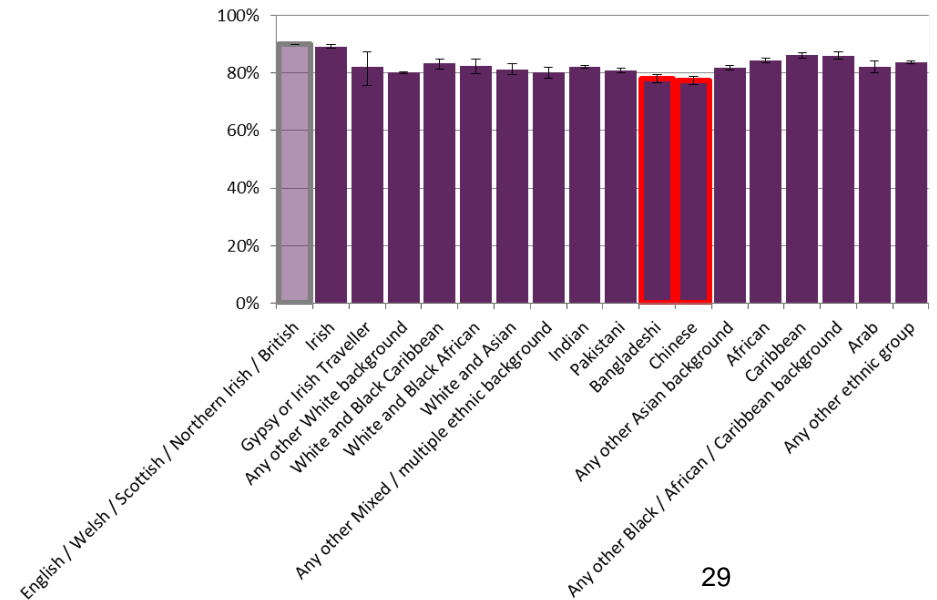


Figure 37: Overall experience of GP surgery

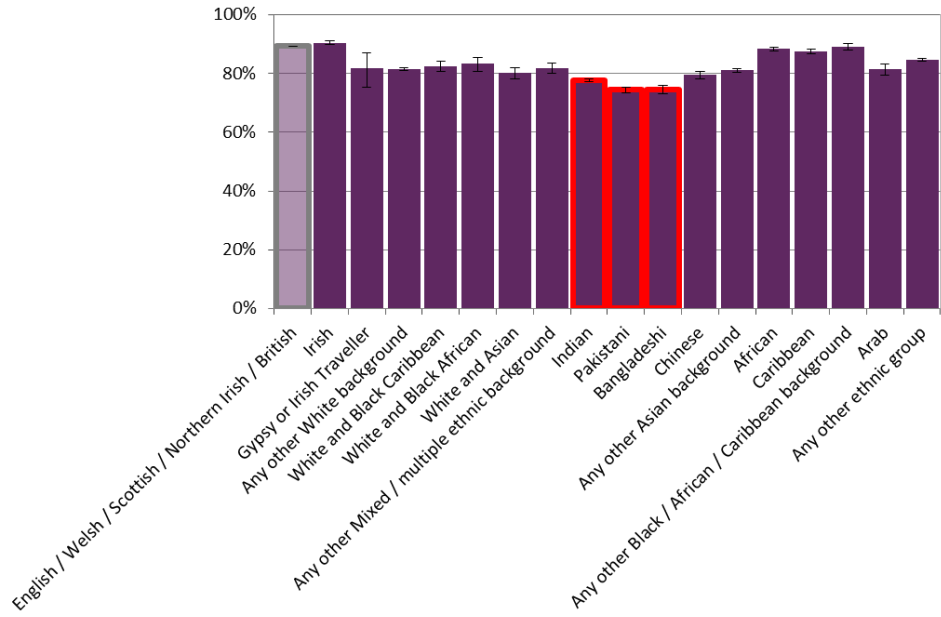
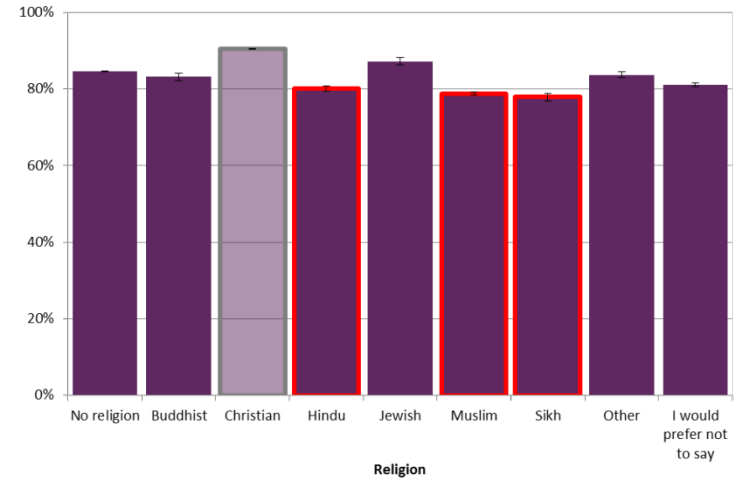


Figure 38: Overall experience of GP surgery



2. Analysis of 2014/2015 survey of people who use adult social care services

Question 1: Overall, how satisfied are you with the care and support services you receive?

	I am extremely or very satisfied	I am quite satisfied	I am neither satisfied nor dissatisfied	I am quite dissatisfied	I am very or extremely dissatisfied
White ethnic group (58,762)	65%	26%	6%	2%	1%
BME groups (6,973)	56%	30%	8%	3%	2%
Refused/not-stated (1,500)	60%	27%	8%	3%	2%

Significant difference between all groups.

White people were significantly happier with the care they received than the other groups; people from BME groups were the least satisfied with their care.

	I am extremely or very satisfied	I am quite satisfied	I am neither satisfied nor dissatisfied	I am quite dissatisfied	I am very or extremely dissatisfied
18-64 (26,506)	68%	22%	6%	2%	2%
65 and over (40,722)	61%	30%	6%	2%	1%

Significant difference

People aged 64 and under were significantly happier with the care they received than those aged 65 and over.

	I am extremely or very satisfied	I am quite satisfied	I am neither satisfied nor dissatisfied	I am quite dissatisfied	I am very or extremely dissatisfied
Male (26,894)	65%	25%	6%	2%	2%
Female (40,307)	63%	27%	6%	2%	1%

No significant difference

Women and men were equally satisfied with their care.

Question 2: Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

	Very Good	Good	Alright	Bad	Very Bad
White ethnic group (59,153)	31%	32%	28%	6%	3%
BME groups (7,045)	28%	32%	29%	6%	4%
Refused/not-stated (1,512)	28%	30%	30%	6%	5%

Significant difference between white and BME groups, and white and refused/not-stated.

No significant difference between BME groups and refused/not-stated.

Overall, white people were reporting higher satisfaction with their life than the other groups.

	Very Good	Good	Alright	Bad	Very Bad
18-64 (26,741)	34%	33%	24%	5%	4%
65 and over (40,962)	29%	31%	32%	6%	3%

Significant difference

Younger people were more satisfied with their quality of life than those aged over 65.

	Very Good	Good	Alright	Bad	Very bad
Male (27,072)	33%	32%	26%	6%	3%
Female (40,604)	29%	31%	30%	6%	3%

Significant difference

Women were less satisfied with their quality of life than men.

Question 12: In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

	Very easy to find	Fairly easy to find	Fairly difficult to find	Very difficult to find	I've never tried to find information or advice
White ethnic group (57,704)	21%	34%	13%	6%	26%
BME groups (6,899)	20%	38%	17%	9%	16%
Refused/not stated (1,484)	19%	36%	14%	8%	23%

Significant difference between white and BME groups, and BME groups and refused/not-stated.

No significant difference between white and refused/not-stated.

There is very little difference in the responses between ethnic groups at the 'easy to find' end of the scale. A larger proportion of people from BME groups have tried to find information or advice on using services but a larger proportion of those people have also reported that it is fairly or very difficult to find.

	Very easy to find	Fairly easy to find	Fairly difficult to find	Very difficult to find	I've never tried to find information or advice
18-64 (26,136)	26%	33%	15%	8%	19%
65 and over (39,944)	18%	36%	12%	5%	29%

Significant difference

Younger adults are more likely to find it very easy to access information than those over 65, and a lower proportion had never tried to find information or advice.

	Very easy to find	Fairly easy to find	Fairly difficult to find	Very difficult to find	I've never tried to find information or advice
Male (26,427)	24%	34%	13%	7%	22%
Female (39,627)	19%	35%	13%	6%	27%

Significant difference

Men reported greater ease in finding information and advice while a higher proportion of women have never tried to find such advice.

Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

	White ethnic group (57,777)	BME groups (6,905)	Refused/not-stated (1,476)
Practical help received from someone within household	30%	44%	34%
Practical help received from someone in another household	41%	27%	37%
Practical help received from both within household and from another household	9%	9%	8%
No practical help received	20%	20%	21%

Significant difference between White and BME groups, and BME groups and refused/not-stated.

No significant difference between white and refused/not-stated.

People from BME groups were more likely to receive help from others living in the same household. White people were more likely to receive help from someone living at another household. It is possible to speculate that this is a result of cultural differences.

	18-64 (26,316)	65 and over (39,836)
Practical help received from someone within household	41%	26%
Practical help received from someone in another household	26%	48%
Practical help received from both within household and from another household	10%	9%
No practical help received	24%	17%

No significant difference

People aged 64 and under were more likely to receive help from someone living in the same household which is not surprising as they were more likely to have a living partner or family that resided with them. People over 65 had a higher proportion of help received from someone living in another household. A larger proportion of people aged 18-64 did not receive any help compared to those over 65.

	Male (26,454)	Female (39,672)
Practical help received from someone within household	36%	29%
Practical help received from someone in another household	32%	44%
Practical help received from both within household and from another household	9%	9%
No practical help received	22%	18%

Significant difference

More men reported receiving help from within their household than women did however more women reported receiving practical help from outside their household than men did.

Question 20: Do you buy any additional care or support privately or pay more to 'top up' your care and support?

	White ethnic group (56,998)	BME groups (6,831)	Refused/not-stated (1,462)
Additional care or support bought privately or 'topped up' with own money	27%	19%	25%
Additional care or support bought privately or 'topped up' by family	7%	13%	8%
Additional care or support bought privately or 'topped up' with own money and by family	2%	3%	2%
No Additional care or support bought privately or 'topped up'	64%	65%	66%

Significant difference between White and BME groups.

No significant difference between white and refused/not-stated, and BME groups and refused/not-stated.

White people had a higher proportion of extra care that they funded for themselves, while people from BME groups had a higher proportion of extra care funded by family members.

	Male (26,110)	Female (39,149)
Additional care or support bought privately or 'topped up' with own money	24%	28%
Additional care or support bought privately or 'topped up' by family	7%	8%
Additional care or support bought privately or 'topped up' with own money and by family	2%	2%
No Additional care or support bought privately or 'topped up'	67%	63%

Significant difference

Women were more likely than men to have bought additional care and support.

	18-64 (25,956)	65 and over (39,328)
Additional care or support bought privately or 'topped up' with own money	20%	31%
Additional care or support bought privately or 'topped up' by family	7%	8%
Additional care or support bought privately or 'topped up' with own money and by family	2%	2%
No Additional care or support bought privately or 'topped up'	72%	59%

Significant difference

People aged 65 and over had more additional care purchased both by themselves and by other family members than those aged 18-64.

3. Summary of the four 2015 NHS staff survey indicators included in the Workforce Race Equality Standard (WRES), by trust type

	2015 NHS staff survey	Acute (155 trusts)	Ambulance (10 trusts)	Community (17 trusts)	Mental health and learning disability (58 trusts)
Percentage of staff experiencing harassment, bullying or abuse from patients, relatives or the public in last 12 months	% trusts where BME report worse experience	43%	22%	53%	85%
	average response for White staff	27%	48%	24%	29%
	average response for BME staff	28%	37%	24%	34%
	largest difference between White and BME staff seen within an organisation	30% (in a mental health and learning disability trust)			
In the last 12 months have you personally experienced discrimination at work from any of the following? – manager / team leader or other colleagues	% trusts where BME report worse experience	94%	89%	100%	94%
	average response for White staff	6%	11%	5%	6%
	average response for BME staff	14%	22%	12%	13%
	largest difference between White and BME staff seen within an organisation	33% (in an ambulance trust)			
Percentage of staff experiencing harassment, bullying or abuse from staff in last 12 months	% trusts where BME report worse experience	71%	56%	87%	66%
	average response for White staff	25%	30%	19%	21%
	average response for BME staff	29%	34%	24%	25%
	largest difference between White and BME staff seen within an organisation	29% (in an acute trust)			
	% trusts where BME report better experience	5%	14%	8%	8%

Percentage of staff believing that trust provides equal opportunities for career progression or promotion	average response for White staff	88%	71%	91%	88%
	average response for BME staff	72%	47%	74%	73%
	largest difference between White and BME staff seen within an organisation	39% (in an acute trust)			

Data sources

NHS adult inpatient survey 2015: <https://www.cqc.org.uk/content/adult-inpatient-survey-2015>

NHS maternity services survey 2015: <https://www.cqc.org.uk/content/maternity-services-survey-2015>

GP patient survey 2016: <http://results.gp-patient.co.uk/>

NHS staff survey 2015: <http://www.nhsstaffsurveys.com/>