Luton and Dunstable University Hospital

Annual Patient Equality Information Report

Year ending 31st March 2016

Contents

1. INTRODUCTON

This Patient Report for year ending March 31st 2016 analyses the data that the Trust holds in relation to people who use our services as part of evaluating and working to meet their Equality, Diversity and Human Rights needs and to improve their patient experience.

The Trust prepares and publishes equality information annually and this is the second year that the information has been published to this level and format. Provision of this key information is a Duty requirement needed to help the Trust in making decisions that improve quality of service, or in taking measures that promote equality of opportunity, or foster good relations or eliminate harassment and unlawful discrimination. This information helps us to:

- Identify who is accessing our services
- Identify if there is under-representation or any disadvantage faced by people based on their individual protected characteristics (*see below)
- Understand the needs of our patients
- Determine how we may address under-representation from specific groups
- Compare our performance with similar organisations
- Identify necessary service improvements.

*The protected characteristics are Age, Ethnicity, Gender, Disability, Religion or Belief, Sexual Orientation, Transgender, Marriage and Civil partnership, Pregnancy and Maternity.

Currently our Patient Report mainly considers overall patient activity for Age, Ethnicity, Gender, and Religion or Belief, and Maternity. There are gaps within the information with regard to the rest of the protected characteristics. Also the information is not unified but provided by Outpatients, Inpatients, Accident and Emergency, and Maternity and Childbirth.

However, a new unified Patient electronic data system is being planned in 2016 which has greater functionality for recording data. Once this functionality is explored the Trust will scope the data that can be collected and how these gaps may be addressed.

2 SUMMARY

The reporting period is April 1st 2015 to March 31st 2016 - there are comparisons with last year's report which was year ending March 31st 2015.

Inpatients, Outpatients and Accident & Emergency are measured in terms of attendances and admissions rather than individuals. Some attendance may be multiple by one individual.

The Trust actively encourages both positive and negative feedback about its services. Feedback supplied is essential and helpful and welcomed as necessary for continuous service improvement.

3. ACCIDENT AND EMERGENCY (A&E)

3.1 General Attendance in A&E - There was a total of 95,506 attendances in Accident and Emergency (A&E) during this reporting period. The attendances in 2014-2015 were 91,395 which show an increase by 4111 attendances (or by 4.5%).

3.2 **A&E attendance by Gender -** Of the 95,506 attendances 46,086 were female (48.3%) and 49,419 were male (51.7%) showing that attendances were 3.4% more male. Even with a 4.5% increase in attendances this year compared to last year the ratio of female to male remains close to the 2015 ratio of 48% female: 52% male.

3.3 **A&E attendance by Age Band and Gender –** Only 6 of the attendances this year did not declare an age. The high declaration level is probably due to date of birth being required, and is an improvement against the 13 non declarations last year. As can be seen from the chart below there is very little variation in the percentage of attendees by each age group against total attendees which shows stasis in the proportion of each age group attending A&E over the year.

A&E attendances by Gender and Age band in year ending March 2016						
Age band/ yrs	Female	Male	Grand Total	% in Age band this year	% in Age band last year	% Variation
0 < 5	4985	6768	11753	12.31%	11.80%	0.51%
5 < 10	2325	3048	5373	5.63%	5.50%	0.13%
10 < 15	2350	3295	5645	5.91%	5.90%	0.01%
15 < 20	2718	2843	5561	5.82%	5.90%	-0.08%
20 < 25	3366	3441	6807	7.13%	7.50%	-0.37%
25 < 30	3490	3407	6897	7.22%	7.30%	-0.08%
30 < 35	3052	3074	6126	6.41%	6.60%	-0.19%
35 < 40	2530	2773	5303	5.55%	5.30%	0.25%
40 < 45	2390	2598	4990	5.22%	5.40%	-0.18%
45 < 50	2392	2601	4993	5.23%	5.30%	-0.07%
50 < 55	2352	2460	4812	5.04%	5.00%	0.04%
55 < 60	1863	2229	4092	4.28%	4.20%	0.08%
60 < 65	1711	1855	3566	3.73%	3.70%	0.03%
65 < 70	1704	1650	3354	3.51%	3.50%	0.01%
70 < 75	1482	1725	3207	3.36%	3.40%	-0.04%
75 < 80	1903	1763	3666	3.84%	4.00%	-0.16%
80 < 85	2116	1813	3929	4.11%	4.10%	0.01%
85 < 90	1837	1348	3185	3.33%	3.20%	0.13%
90 < 95	1156	564	1720	1.80%	1.90%	-0.10%
95 < 100	311	142	453	0.47%	0.40%	0.07%
100 +	51	18	69	0.07%	0.10%	-0.03%
not known	2	4	6	0.01%	0.00%	0.01%
Grand Total	**46086**	**49419**	**95506**	**100%**	**100.00%**	

As for last year:

- The older quartile has lower numbers in their groups. There is also an increasingly marked rise in female attendance in the age groups from aged 75 upwards with a decline in male numbers.

For the rest of the data groups below 75 years:

- Attendance is more likely for both Genders the younger they are

- The highest level of attendance occurs between the age of 0<5 which amounts to 11.8% (10778) of the data. There is disproportionate attendance by male in this group.

- Attendance is reasonably balance between the Genders with noticeably slightly more male presenting.(see Gender above)

3.4 A&E Attendance by Ethnicity

From the 95,506 attendances in A&E this year 90.53% had declared ethnicity which is a 6.13% improvement on the 84.4% declaration at 2016.

A&E attendances are usually unplanned and can have transitory patients. However, if the proportion of 'not stated' is significant, this should be addressed as it may affect the reliability of data as small numbers may make a significant difference to outcomes.

When recording the proportion of Black and Ethnic Minorities BME and White British the definitions of BME and White are that:

- White staff include White British, Irish and Any Other White
- Black and Minority Ethnic includes all others except "unknown" or "not stated."[1]

Based on this definition, the data below for last year and this year respectively is:

Ethnicity 2015	Ethnicity 2016
60% White	63.5% white
24% BME	27% BME
16% Unknown	9.5% Unknown

The Trust serves large ethnic groups that warrant further analysis as follows:

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[1] These definitions meet the national reporting requirements Ethnic Category in the NHS data Model / Dictionary, and the Health and Social care Information Centre Data as based on the 2001 ONS Census categories for ethnicity. Any significant proportion of 'not stated' should be addressed – this may affect the reliability of data as small numbers may make a significant difference to outcomes. If groups are a significant minority and may be at risk of less favourable treatment this should be explored.

Asian Ethnicity – A&E had 14,557 Asian attendances in 2015 and 17,563 in 2016 which is a 20% increase. Despite this the percentage of the different categories of Asian ethnicity remained proportionally the same – see the following chart.

Asian Ethnicity in A&E attendances years ending March 2015 and 2016				
Ethnicity	**2015**	**%**	**2016**	**%**
Pakistani	8067	55%	9480	54%
Bangladeshi	2597	18%	2794	16%
Indian	1625	11%	2003	11%
Asian other	2268	16%	3286	18%
TOTAL	**14557**		**17564**	

Black Ethnicity –A&E had 8038 Black ethnicity attendances in year ending March 2016 which was a 13% decrease in the attendances in year ending March 2015

Black Ethnicity in A&E attendances years ending March 2015 and 2016				
Ethnicity	**2015**	**%**	**2016**	**%**
Caribbean	1799	19%	2171	27%
African	1915	21%	2016	25%
Black other	5537	60%	3851	48%
TOTAL	**9251**		**8038**	

3.5   A&E Attendance by age and Ethnicity

Bearing in mind that the ratio for BME to White is 27%: 63.5% the data that follows shows that there is a very high % of BME represented in the 0-10 age groups and an increasingly low % representation at the age groups from aged 45 upwards and particularly from age 65 onwards. This will reflect the increasing diversity of the patients in the area over time and the potential ratios of BME to white in the future.

Age band		White	Not known	BME	Total		White	unknown	BAME
		A&E Attendees by Age and Ethnicity at March 2016							
		Attendances by number					**% across each age band**		
0 < 5		6132	363	5258	11753		52.17%	3.09%	44.74%
5 < 10		2837	266	2270	5373		52.80%	4.95%	42.25%
10 < 15		3066	599	1980	5645		54.31%	10.61%	35.08%
15 < 20		3195	858	1508	5561		57.45%	15.43%	27.12%
20 < 25		4214	947	1646	6807		61.91%	13.91%	24.18%
25 < 30		4077	876	1944	6897		59.11%	12.70%	28.19%
30 < 35		3412	789	1925	6126		55.70%	12.88%	31.42%
35 < 40		2805	703	1795	5303		52.89%	13.26%	33.85%
40 < 45		2810	633	1546	4989		56.32%	12.69%	30.99%
45 < 50		3184	669	1140	4993		63.77%	13.40%	22.83%
50 < 55		3298	607	907	4812		68.54%	12.61%	18.85%
55 < 60		2837	455	800	4092		69.33%	11.12%	19.55%
60 < 65		2508	299	759	3566		70.33%	8.38%	21.28%
65 < 70		2606	245	503	3354		77.70%	7.30%	15.00%
70 < 75		2533	206	468	3207		78.98%	6.42%	14.59%
75 < 80		2908	167	591	3666		79.32%	4.56%	16.12%
80 < 85		3319	169	441	3929		84.47%	4.30%	11.22%
85 < 90		2893	104	188	3185		90.83%	3.27%	5.90%
90 < 95		1567	63	90	1720		91.10%	3.66%	5.23%
95 < 100		428	17	8	453		94.48%	3.75%	1.77%
100 +		66	2	1	69		95.65%	2.90%	1.45%
not known		3	3	0	6		50.00%	50.00%	0.00%
(blank)									
Grand Total		**69738**	**34808**	**25768**	**95506**				
		63.5%	9.5%	**27%**					

3.6   A&E ATTENDANCE BY RELIGION OR BELIEF

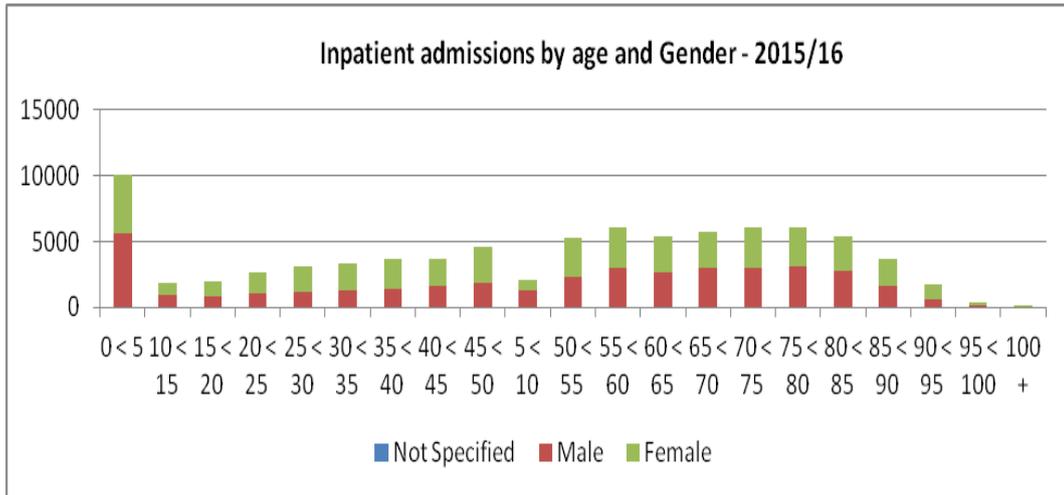From the chart that follows there is still a high level of non declaration for religion or belief. This was 49% of attendances in 2015, and 50% in 2016 showing an increase which numbers 2973 attendances.

A&E collects the data for 42 categories of belief or non belief and this includes a category for other (as in not listed). "Other" as listed below covers all beliefs in this "other" category plus any that are below 1%.

A&E Attendance 2016 - Religion and Belief Comparison at year's ending March 2015 and March 2016				
Category of Belief	Number at March 2015	% at March 2015	Number at March 2016	% at March 2016
Not Specified	44854	49.08%	47827	50.08%
Church of England	13660	14.95%	13758	14.41%
Muslim	8637	9.45%	9336	9.78%
None	6972	7.63%	6818	7.14%
Christian	6207	6.79%	6985	7.31%
Roman Catholic	6061	6.63%	6098	6.38%
Other	4080	4.46%	3761	3.94%
Hindu	924	1.01%	923	0.97%
TOTAL	**91395**	**100.00%**	**95506**	**100.00%**

4.   INPATIENTS ATTENDANCE

4.1   Inpatients Attendance in General - The total of inpatient attendances for this reporting year is **82,839**. Last year it was 78,734 and so this shows a 5.21% increase in attendances (4,105). This figure does not include the number in maternity and well babies – see section (6). Also attendances rather than individuals are measured and so some individuals will have multiple attendances.

4.2   Inpatients by Gender - Of the 82,839 inpatients, 43,477 were female and 39360. Even with the increase in attendance the female to male ratio is the same as last year which is 52.5% female to 47.5% male. There were however 2 separate attendances where gender was not specified.

4.3   Inpatients by Age Band and Gender - Of the 82,839 attendances all declared an age.

Inpatient admissions by age and Gender - 2015/16

Inpatients by Age and Gender – Year ending March 2016 Percent of the total attendances by age band				
Age band	female	male	Total	% of total attendances
0 < 5	4506	5594	10100	12.19%
5 < 10	839	1231	2070	2.50%
10 < 15	882	927	1809	2.18%
15 < 20	1144	809	1953	2.36%
20 < 25	1598	1041	2639	3.19%
25 < 30	1960	1121	3081	3.72%
30 < 35	1977	1308	3285	3.97%
35 < 40	2196	1452	3648	4.40%
40 < 45	2089	1626	3715	4.48%
45 < 50	2767	1842	4609	5.56%
50 < 55	2896	2358	5255	6.34%
55 < 60	3066	3025	6092	7.35%
60 < 65	2713	2657	5370	6.48%
65 < 70	2760	3022	5782	6.98%
70 < 75	2975	3049	6024	7.27%
75 < 80	2992	3131	6123	7.39%
80 < 85	2717	2719	5436	6.56%
85 < 90	2002	1667	3669	4.43%
90 < 95	1084	629	1713	2.07%
95 < 100	282	137	419	0.51%
100 +	32	15	47	0.06%
Total	43477	39360	82839	**100.00%**

- The percentage proportion of attendances by age band are very similar to last year's data results. Also so are the female to male ratios in the bands.

- As for last year, in the 80 onwards quartile, numbers decline in the groups for male and female with a marked higher level of female attendance from 85 onwards. This may be attributed in part to females having more longevity, etc.

Inpatients by Age and Gender - 2015 -2016 Percent variance Female: male across the age bands					1 % = 828.4 attendances
Age band	Total	%female	% male	variance female to male %	under the male / female columns
0 < 5	10100	44.61%	**55.39%**	-10.77%	
5 < 10	2070	40.53%	**59.47%**	-18.94%	
10 < 15	1809	48.76%	**51.24%**	-2.49%	
15 < 20	1953	**58.58%**	41.42%	17.15%	
20 < 25	2639	**60.55%**	39.45%	21.11%	
25 < 30	3081	**63.62%**	36.38%	27.23%	
30 < 35	3285	**60.18%**	39.82%	20.37%	
35 < 40	3648	**60.20%**	39.80%	20.39%	
40 < 45	3715	**56.23%**	43.77%	12.46%	
45 < 50	4609	**60.03%**	39.97%	20.07%	
50 < 55	5255	**55.11%**	44.87%	10.24%	
55 < 60	6092	**50.33%**	49.66%	0.67%	
60 < 65	5370	**50.52%**	49.48%	1.04%	
65 < 70	5782	47.73%	**52.27%**	-4.53%	
70 < 75	6024	49.39%	**50.61%**	-1.23%	
75 < 80	6123	48.86%	**51.14%**	-2.27%	
80 < 85	5436	49.98%	**50.02%**	-0.04%	
85 < 90	3669	**54.57%**	45.43%	9.13%	
90 < 95	1713	**63.28%**	36.72%	26.56%	
95 < 100	419	**67.30%**	32.70%	34.61%	
100 +	47	**68.09%**	31.91%	36.17%	
Total	82839				

- Conversely to A&E, attendance is more likely for both Genders the older they are except for the 0>5 age group.

- The highest level of attendance occurs between the age of 0<5 which amounts to 12.9% (10100) in 2016 and was 11.8% (10778) in 2015. There is also disproportionate attendance by male in this group at 55.93% and with the 5>10 age group where it is 59.47%.

4.4   Inpatients by ethnicity

Inpatients attendances are usually planned and so the proportion of 'not stated' should likely be lower than A&E. Any "not stated should be addressed as it may affect the reliability of data since small numbers may make a significant difference to outcomes.

When recording the more generic proportion of Black and Ethnic Minorities BME and White the definitions of BME and White are that:

- White staff include White British, Irish and Any Other White
- Black and Minority Ethnic includes all others except "unknown" or "not stated."

Based on this definition, the data below for last year and this year respectively is:

Ethnicity in Inpatient attendances in year ending March 2016				Compared to A&E March 2016	
Ethnicity	Attendance	% year ending 2016	% year ending 2015	% year ending 2016	% year ending 2015
White	57210	63.5%	70.00%	63.5%	60%
BME	19920	27.5%	23.50%	27.5%	24%
Unknown	5709	9.5%	6.50%	9.5%	16%
	82839	100%		100%	

This year from the 82839 inpatients 77130 (93.1%) declared their ethnicity which is an increase in unknown ethnicity by 3% from last year at 6.5% to 9.5% this year. Conversely A&E had better declaration this year having moved from 16% unknown last year to 9.5% unknown this year (an increase in declaration by 6.5%)

The Trust serves large ethnic groups that warrant further analysis as follows:

Asian Ethnicity – As for A&E, Inpatients also had an increase in Asian attendances in this reporting year. In year ending March 2015, there were 12835 Inpatient attendances, and in year ending March 2016 there were 14132 which is a 10.11% increase. However, the percentage of the different categories of Asian ethnicity remained proportionally the same. See the chart below. The overall total increase in attendance for Inpatients between years ending March 2015 and 2016 was 5.21%, so there is a higher proportional increase for Asian attendance.

Asian Ethnicity in Inpatient attendances years ending March 2015 and March 2016				
Ethnicity	Attendance 2015	%	Attendance 2016	%
Pakistani	7059	55.0%	7617	54%
Bangladeshi	2298	17.9%	2349	17%
Indian	2028	15.8%	2208	16%
Asian other	1450	11.3%	1958	14%
TOTAL	**12835**	**100%**	**14132**	**100%**

Black Ethnicity - Between 2015 and 2016 there has been an increase in Black Ethnic attendances by 622 or 15% which has changed the Caribbean / African ratio from 48.5%:40% in 2015 to 52%:37% in 2016 (increasing the gap from 8.5% to 15%). Black Other remains proportionally constant. The overall total increase in attendance for Inpatients between March 2015 and March 2016 at was 5.21%, so there is a higher proportional increase for Black ethnicity at 15%.

Black Ethnicity in Inpatient attendances in years ending March 2015 and March 2016				
Ethnicity	**2015**	**%**	**2016**	**%**
Caribbean	2005	48.50%	2470	52%
African	1653	40.00%	1771	37%
Black other	475	11.50%	514	11%
TOTAL	**4133**		**4755**	

4.5 Inpatients by Religion or Belief

The declaration rate on the religion or belief of the 82,839 attendances in 2016 is similar to the 78,734 attendances in 2015 where no information is known for 37.35%: 37.71% respectively. There are 42 different categories and since the protected characteristic for religion or belief also covers people with no belief, this is also included and amounts to 7.6% of attendances in 2016 (7.5% in 2015)

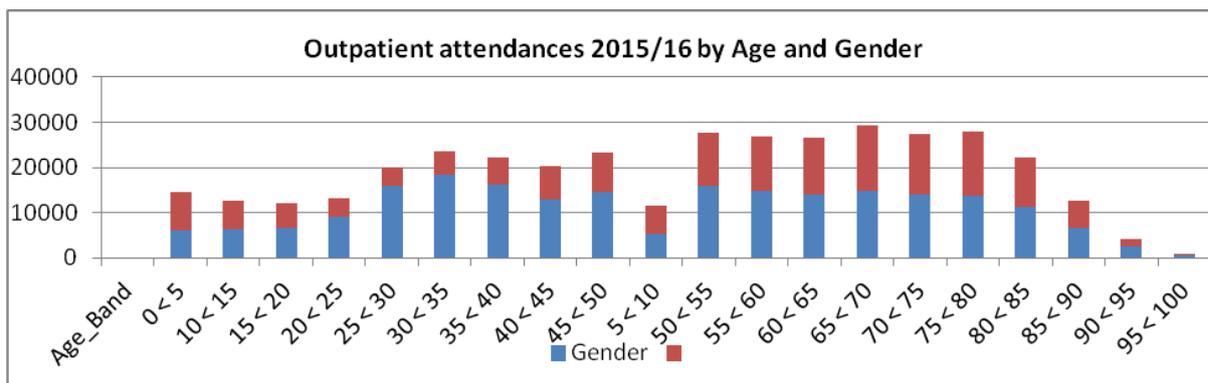| INPATIENT ATTENDANCES BY RELIGION AND BELIEF 2016				
Declared Belief or no Belief	**2014 - 2015**	**%**	**2015- 2016**	**%**
Church of England	16889	21.45%	17202	20.77%
Not specified*	29690	37.71%	30940	37.35%
Muslim	7504	9.53%	8031	9.69%
Christian	7424	9.43%	8408	10.15%
Roman Catholic	6498	8.25%	7138	8.62%
None	5897	7.49%	6289	7.59%
Hindu	1092	1.39%	1207	1.46%
Methodist	850	1.08%	715	0.86%
Other (not stated)	668	0.85%	591	0.71%
Other stated (36 below 0.5%)	2222	2.82%	2318	2.80%
Total	**78734**	**100.00%**	**82839**	**100.00%**

*not specified, declared, or known

For the "Other stated" religions in the category in the chart above, there are 36 categories of Other Religions or Beliefs stated but not listed separately as each have

below .5% in number and collectively amount to 2.8% (in 2015 2.82%). A further 0.8% (668) selected "other" which means their Religion or Belief is not listed. This indicates it may be good to ask what their religion is and add this to the categories listed or have comment box so that they can enter this.

5   Outpatient Attendance

5.1   **Outpatients in General -** The total of outpatient attendances for this reporting year is **379,486,** the total last year was 366,352 and so there has been an increase by 13,134 or 3.59%.

5.2   **Outpatients by Gender -** Of the 379,486 attending 57.75% were female and 42.25% male. The female to male ratio is similar to last year which was 57.3%: 42.7%.

5.3   **Outpatients by Age Band and Gender -** Usually 100% declaration of gender is a standard record but this year there was 11 undeclared attendances (which is too low a percentage to record). Unlike representation results in A&E and Inpatients, there is a much more proportional representation of the 0<5 group at (3.82%) when compared with other groups. There is still a disproportionate representation of male in this group.

| Outpatient Attendances by Gender and Age 2015 -2016 | | | | | |
| Percent of the Total attendances by age band | | | | | |
age band	Female	Male	Unknown	Total	%
0 < 5	6130	8362	8	14500	3.82%
10 < 15	6219	6514		12733	3.36%
15 < 20	6622	5540		12162	3.20%
20 < 25	9153	4011		13164	3.47%
25 < 30	15946	4173		20119	5.30%
30 < 35	18418	5257		23675	6.24%
35 < 40	16129	6134		22263	5.87%
40 < 45	12891	7295		20186	5.32%
45 < 50	14437	8939		23376	6.16%
5 < 10	5178	6282		11460	3.02%
50 < 55	15962	11744	1	27707	7.30%
55 < 60	14874	12051	2	26927	7.10%
60 < 65	13976	12612		26588	7.01%
65 < 70	14752	14645		29397	7.75%
70 < 75	13874	13646		27520	7.25%
75 < 80	13803	14070		27873	7.34%
80 < 85	11353	10857		22210	5.85%
85 < 90	6479	6072		12551	3.31%
90 < 95	2393	1820		4213	1.11%
95 < 100	515	282		797	0.21%
100+	48	17		65	0.02%
Grand Total	**219152**	**160323**	**11**	**379486**	**100%**
	57.75%	**42.25%**	**00.00%**		

Outpatient attendances 2015/16 by Age and Gender

Outpatient Attendances by Gender and Age 2015 - 2016 Percent of the Female / Males attendances by age band					
Age band	Female	Male	Total	% female	% Male
0 < 5	6130	8362	14500	42.28%	57.67%
10 < 15	6219	6514	12733	48.84%	51.16%
15 < 20	6622	5540	12162	54.45%	45.55%
20 < 25	9153	4011	13164	69.53%	30.47%
25 < 30	15946	4173	20119	79.26%	20.74%
30 < 35	18418	5257	23675	77.80%	22.20%
35 < 40	16129	6134	22263	72.45%	27.55%
40 < 45	12891	7295	20186	63.86%	36.14%
45 < 50	14437	8939	23376	61.76%	38.24%
5 < 10	5178	6282	11460	45.18%	54.82%
50 < 55	15962	11744	27707	57.61%	42.39%
55 < 60	14874	12051	26927	55.24%	44.75%
60 < 65	13976	12612	26588	52.57%	47.43%
65 < 70	14752	14645	29397	50.18%	49.82%
70 < 75	13874	13646	27520	50.41%	49.59%
75 < 80	13803	14070	27873	49.52%	50.48%
80 < 85	11353	10857	22210	51.12%	48.88%
85 < 90	6479	6072	12551	51.62%	48.38%
90 < 95	2393	1820	4213	56.80%	43.20%
95 < 100	515	282	797	64.62%	35.38%
100+	48	17	65	73.85%	26.15%
Total	**219152**	**160323**	**379486**		
	57.75%	42.25%	100%		

5.4   Outpatients by Ethnicity

From the 379,486 attendances 92.92% declared their ethnicity which is similar to the 93% as of March 2015. This leaves approximately 7% with ethnicity unknown. Mostly reasons given why these were undeclared was not stated, not known or specified. Also when asked 1129 in year ending March 2016 and 961 in year ending March 2015 refused to declare and declaration is not obligatory.

Ethnicity In Outpatients Attendance in year ending March 31st 2016		
Ethnicity	**Attendance**	**% in 2016**
White	259542	68.39%
BME	93063	24.52%
Unknown	26881	7.08%
	379486	100.00%

Asian Ethnicity in Outpatient attendances at year ending 31st March 2016		
Ethnicity	**2016**	**%**
Pakistani	34321	44.59%
Bangladeshi	11039	14.34%
Indian	12309	15.99%
Asian other	19303	25.08%
TOTAL	**76972**	**100.00%**

Black Ethnicity in Outpatient attendances at year ending 31st March 2016		
Ethnicity	**2016**	**%**
Caribbean	10599	46.06%
African	8071	35.08%
Black other	4339	18.86%
TOTAL	**23009**	**100.00%**

5.5   Outpatients by Religion or Belief

The level of no declaration is 37%

Out Patient Attendances by Religion or Belief 2016		
Declared Belief or no Belief	**2015-2016**	**%**
Church of England	79017	20.77%
Not specified*	126069	37.35%
Muslim	37904	9.69%
Christian	42618	10.15%
Roman Catholic	31471	8.62%
None	36003	7.59%
Hindu	7165	1.46%
Methodist	3403	0.86%
Other (not stated)	2209	0.71%
Other stated (42 below 0.5%)	13627	2.80%
Total	**379486**	**100.00%**

6 Maternity and births

6.1 **General Admissions –** There were 17239 females admitted for maternity care in 2015-2016 which is a 20.06 increase on the 14359 admitted in 2014-2015.

6.2 **Maternity by Age –** By age band these were as follows in the chart below; as, for last year the 25 > 35 age groups account for the most maternity admissions which combined amount to 10292 or 59.7%. In 2014-2015 it was 60% so stasis shown. As for last year the next 2 levels of admissions are the same age bands, the 20>25 years group at 17.45% (18.5%) and the 35>40 years group at 15.19% (14.3%).

Maternity admissions 2015 - 2016 (and compared to 2014-15)				
age band	**March 15**	**March 16**	**% variation Mar 2015 - Mar 2016**	**% of total 2016 by age band**
0<5		23		
15 < 20	548	724	32.12%	4.20%
20 < 25	2656	3009	13.29%	17.45%
25 < 30	4463	5300	18.75%	30.74%
30 < 35	4153	4992	20.20%	28.96%
35 < 40	2052	2618	27.58%	15.19%
40 < 45	445	562	26.29%	3.26%
45 < 50	42	28	-66.00%	0.16%
50< 55		6	100.00%	0.03%
Total	**14359**	**17239**		**100%**

Again the admissions in the youngest and oldest age groups on the spectrum are the lowest number of admissions. The 40>45 year group has reduced from 42

admissions last year to 28 this year but with the addition of a new group at 50>55 of 6 admissions.

6.3   **Maternity by Ethnicity**

Of the 17239 females admitted, 99.43% declared ethnicity which is similar to the % declared last year. The ration of White to BME is 51.08% to 48.35%.

Ethnicity in Maternity admissions 2016			
Ethnicity	**number**	**% in 2016**	**% in 2015**
White	8806	51.08%	59.40%
BME	8335	48.35%	39.50%
Unknown	98	0.57%	1.10%
	17239	100.00%	100.00%

Asian Ethnicity in Maternity Admissions March 2016				
Ethnicity	**2016**	**%**	**2015**	**%**
Pakistani	2279	32.7%		58.60%
Bangladeshi	778	11.2%		19.90%
Indian	478	6.9%		13.90%
Asian other	3429	49.2%		7.50%
TOTAL	**6964**	**100.0%**	**4327**	**100%**

Black Ethnicity in Maternity Admissions March 2016				
Ethnicity	**2016**	**%**	**2015**	**%**
Caribbean	200	48.50%		57.90%
African	471	40.00%		34.70%
Black other	279	11.50%		7.40%
TOTAL	**950**		**947**	

6.4   **Births - Gender –** In 2016, 2738 healthy babies were born an increase of 5.63% more than in 2015. Of these 1365 were female and 1373 male a ration of 49.85: 51.15% which is the same as last year's ratio at 48.9%: 51.1%.

6.5   **Births – ethnicity -** Of the 2738 babies 99.6% had a declared ethnicity leaving 10 babies with unknown ethnicity. This is similar to last year's results of 99.7% and 9 babies with undeclared ethnicity.

Ethnicity in Healthy Babies			
Ethnicity	Attendance	% in 2016	% in 2015
White	1451	52.99%	52.60%
BME	1277	46.64%	46.10%
Unknown	10	0.37%	1.30%
	2738	100.00%	100.00%

7 PATIENT COMPLAINTS FROM 1 APRIL 2015 TO 31 MARCH 2016

The Complaints Department and the Patient Advisory and Liaison Service (PALS) are valuable sources of information regarding dissatisfaction with our services and evidence for when the services provided at The Luton and Dunstable Hospital do not meet the needs of patients from protected groups.

New equality legislation places greater emphasis on the collection of this information and diversity information is handled on an anonymised basis. In the period 1 April 2016 to 31 March 2016 the Trust received 631 complaints which were investigated through the NHS Complaints Regulations. This is in comparison to the 671 complaints which were received the previous year.

The information supplied is detailed in the tables below.

Year 1 April 2016 to 31 March 2016

Ethnicity	15/16
White - British	345
White - Irish	5
White - other white	13
Mixed white and black Caribbean	1
Mixed white and Asian	2
Other mixed	2
Indian	16
Pakistani	38
Bangladeshi	4
Other Asian	3
Black Caribbean	12
Black African	7
Other Black	1
Chinese	2
Other ethnic category	2
Not stated	178
Totals:	631

Gender	15/16

Female	184
Male	107
Not stated	340
Totals:	631

Age band	15/16
Age Band: 0 to 5 years	13
Age Band: 6 to 17 years	19
Age Band: 18 to 25 years	32
Age Band: 26 to 55 years	197
Age Band: 56 to 64 years	56
Age Band: 65 to 74 years	80
Age Band: 75 years or over	110
Not stated	124
Totals:	631

The complaints department is aware of the diverse population served by the Trust and endeavours to continue to collect data on the number of complaints received from the various 'protected groups' in order to identify how complainants access the service and whether any improvements to the way in which information is distributed to the population served needs be made.

Patient Advice and Liaison (PALS) and Complaints leaflets explaining the NHS complaints procedure are available in wards and outpatient clinics, information can also be accessed via the Trust website and the public can obtain information by telephoning the PALS / Complaints department).

The Trust continues to monitor and evaluate the services we provide. Completed equality and diversity questionnaires are returned in a pre-paid envelope to the Patient Affairs department.

An equality and diversity monitoring questionnaire and pre-paid envelope was trialled again for the period April 2016 – May 2016 inclusive, and which was sent to all complainants with the acknowledgement letter to complete and return (completion of the questionnaire is voluntary). The results of this feedback will be reviewed.

8 - Languages booked for Translation

Last year only the top 6 booked languages were in the report and without total bookings a full comparison cannot be made. The top 6 languages by popularity were Polish, Urdu, Bengali, Romanian, Punjabi and British Sign Language. This year the top six languages were the same and each have increased in usage.

LANGUAGES BOOKED FOR TRANSLATION 2016 -2016							
Language / ethnicity	April to June	July to Sep	Oct to Dec	Jan to March	Total by language	% of total by language	Totals in 2015	increase on top 6 2015
Polish	314	302	344	362	**1322**	38.04%	**954**	**368**
Urdu	156	181	155	179	**671**	19.31%	**617**	**54**
Bengali	105	144	111	174	**534**	15.37%	**480**	**54**
Romanian	85	91	86	107	**369**	10.62%	**179**	**190**
British Sign Language BSL	42	39	27	38	**146**	4.20%	**28**	**118**
Portugese	22				22	0.63%		22
Arabic	21	17	21	29	88	2.53%		88
Lithuanian	19	24	18	31	92	2.65%		92
Punjabi	19	21	25	29	**94**	2.71%	**79**	**15**
Hungarian	13	17	23		53	1.53%		53
Hindi		20		24	44	1.27%		44
Albanian			17	23	40	1.15%		40
	796	**856**	**827**	**996**	**3475**	**100%**	**2337**	**1138**

9. Patients with Hearing or Vision Disability

In this period we had 650 patients with a diagnosis of conductive, sensorineural or other Hearing loss, and 153 patients with a diagnosis of H540 Blindness binocular or severe visual impairment binocular. This is important information for our Assistive Information Projects.