

## 2.2 Making Changes

**Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to the policy or decision in order to promote equality of opportunity?**

<b><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></b>	<b><i>What do you intend to do in future to address the equality issues you identified?</i></b>
<p><i><u>Gender</u> – Clarified the gender profile for each patient group in advance and organised interviewers by gender to increase likelihood of people participating and of being as open as possible.</i></p> <p><i><u>Age / Disability</u> – Interview topic guides were co-developed within the project steering group (which included service users and service staff). Pilot interviews were also carried out over the phone with a small number of service users before the topic guide was finalised. All of this helped ensure that interview questions were meaningful and easily understood to those who would be answering them.</i></p> <p><i>During interviews, carers were free to respond on behalf of service users or to clarify points for them as necessary. Interviewers were also encouraged to pay attention to participants’ comprehension and to regularly check that questions were properly heard and understood.</i></p> <p><i>‘Issues relating to accessible information for people with disabilities are considered in our Accessible Formats Policy’</i></p>	<p><i><u>Religion / Political Opinion</u> – Research team resources didn’t allow for representative sampling by religion or community background but would intend to do better on this in future work (Year 2) by better resourcing the study.</i></p> <p><i><u>Age / Disability</u> – We acknowledge that, by limiting data collection to patients in hospital clinics, we have likely under-represented older people and those with disabilities. This knowledge will inform our sampling criteria and methods for the follow-on work in Year 2 of the project.</i></p> <p><i><u>Disability / Ethnicity</u> – The challenge of allowing people to take part in the fieldwork using research tools in accessible formats (e.g. different languages, ‘easy read’ format) was not addressed. This did not cause any issues in this phase of the study but we will explore how this can be supported in the follow-on work in Year 2 of the project.</i></p>

*Ethnicity*

'Issues relating to accessible information for people whose first language is not English are considered in our Accessible Formats Policy'