

## **HSCB – Mitigation Glaucoma Management**

### **2.5: 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>
<ul style="list-style-type: none"> <li>- used a range of alternative formats in communicating with service users with glaucoma as part of the development of the service model</li> <li>- ensured that the workshop facility/ transport arrangements for the service user workshop were accessible for people with visual impairment</li> <li>- highlighted the need to improve information, support and advice for users as a key part of the proposed new service model</li> <li>- developed a pathway which reflects the needs of people with glaucoma for improved accessibility to clinic settings and other service elements</li> </ul>	<ul style="list-style-type: none"> <li>- will work to improve access to future services for glaucoma through a comprehensive implementation plan which takes account of the specific needs of the groups highlighted in this document – people with learning disability , older people , African Caribbean people and carers</li> <li>- will engage further with service users and carers</li> <li>- will engage with and target relevant ethnic minority groups</li> <li>- will support public awareness of glaucoma locally</li> <li>- ensure that potential communication barriers for ethnic minority groups are minimised</li> <li>- establish effective monitoring, evaluation and audit systems to ensure ongoing quality assurance of the new model of service.</li> </ul>