

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?

| <i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i> | <i>What do you intend to do in future to address the equality issues you identified?</i> |
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| <p>The Director of Integrated Care and the HSCB Lead Commissioner for Ambulance Service have been in discussions with Head of Operations at the NI Ambulance Service.</p> <p>A number of potential options have been identified to address the issue of transport from Roslea to Lisnaskea Health Centre:</p> <ul style="list-style-type: none"> • A minibus shuttle, perhaps 2 per morning, 2 per afternoon, for walking patients from an agreed departure point • A volunteer car service-NIAS holds a list of volunteers who will assist individuals needing transport, particularly relevant where door to door is required • Voluntary sector providers – NIAS has contracts with third sector organisations and can commission the work through them (alternatively a provider could do this on their own initiative). Again door to door or central point both possible. <p>Maple Group Practice has been asked</p> | |

to co-ordinate appointments to accommodate any transport service.

Maple Group Practice has provided an assurance that home visits (based on clinical need) will continue to be carried out for patients in Roslea area.

If required, Maple Group and HSCB will ensure that the appropriate communication format/language is produced for learning disabled or ethnic minority patients