

Equality and diversity policy

Our vision is for Schoolacre Surgery to be a successful, caring and welcoming place for patients to receive medical care and advice. We want to create a supportive and inclusive environment where our staff can reach their full potential and care is provided in partnership with patients, without prejudice or discrimination. We are committed to a culture where respect and understanding is fostered and the diversity of people's backgrounds and circumstances will be positively valued.

This policy will help us to achieve this vision. The Equality and Diversity lead at the practice is Dr Caterina Sterlini.

The practice will fully investigate any complaint of discrimination, harassment, victimisation or bullying or any situation that comes to its attention where there is a concern that discrimination lies within it. The practice will ensure that the matter is properly dealt through its formal procedures. Any such proven behaviour that amounts to an act of discrimination, directly or indirectly, on the part of a patient or visitor to the practice will lead to investigation under the Practice Patient Policy for Zero Tolerance and may lead to removal from the practice patient list.

If a Patient or Visitor to the practice believes they have been subjected to any form of discrimination or harassment, victimisation or bullying that is founded in discrimination, they should advise the Patient Services Manager and discuss the matter with them.

Their role is to help the patient and to determine an appropriate means of dealing with the issue.

Where the practice becomes aware of any indication of the existence of discrimination (or its potential existence), it will act promptly and robustly to establish the true nature of the situation and take appropriate action in line with its commitment to this policy.

Legal responsibilities

The rights of our patients and our staff with regards to discrimination are protected by anti-discrimination legislation including:

- The Equality Act 2010
- Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000
- Employment Rights Act 1996

By adopting this policy, we accept our responsibility to ensure that discrimination does not take place and that everyone is treated fairly and equally.

Aim

The aim of this policy is to achieve equality of care experience by removing any potential discrimination in the way that people are cared for and treated by Schoolacre Surgery, including:

- people with disabilities
- people of different sexual orientations
- trans and non-binary people
- people of different races
- people on the grounds of their sex
- people of faith and of no faith
- people in relation to their age
- people in relation to their social class or medical condition
- people who work part-time
- people who are married or in a civil partnership
- women and people who are pregnant, have recently given birth or are breastfeeding

Putting this policy into practice

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Author: SJ

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We aim to develop and support equality and diversity measures by:

- providing patient information in a variety of languages, if required
- having translation services available for patients who need this
- providing services that are accessible to patients with disabilities
- ensuring that care of individuals is planned with their specific needs at the centre
- involving patient groups and individuals in the design of our service
- responding positively to the diverse needs and experiences of our patients and the community even when those needs are challenging to deal with
- ensuring that we join up with services involved with the care of patients with particular medical and social care needs.

Comments and concerns

If you believe you have been treated in any way contrary to this policy or you have any comments on how we can ensure that it works better, please contact the Practice Manager at the practice. We will investigate your concerns and take appropriate action.

Monitoring and review

We will monitor the effectiveness of this policy and the impact on all other relevant policies and practice. This review will happen when necessary and as a minimum annually.

Educating and promoting equality and diversity

The practice will ensure that staff understand how to positively promote diversity and equality in their execution of work activities and by their own attitudes and behaviour. Everyone must be aware that their actions influence others and therefore being positive about diversity and equality will have a positive influence in the workplace and the wider community that the practice serves. Promotion of diversity and equality will be a key consideration as policies, procedures, protocols and processes are developed, implemented, monitored and reviewed. This will ensure that they are free from any unfair discriminatory bias. All staff undergo Equality & Diversity training during their induction period at the practice and then every 3 years as an update (or sooner where required)