

ST James Medical Centre Policies and Procedures

Type of Instruction	Practice Policy
Date Issued	April 2019
Policy name	EQUALITY AND DIVERSITY
Issued to	All Staff
Reviewed	April 2020, November 2023
Next review date	November 2026

EQUALITY AND DIVERSITY

1. Introduction

This document sets out our policy for equality and diversity

2. Purpose

What are we trying to achieve?

- Fair and consistent approach to people
- No discrimination

3. Applicable to visitors

The term 'visitor' used below refers to anyone (including patients and their family members, other visitors and contractors) making use of the Practice's premises and services.

The Practice will: -

- Ensure that all visitors are treated with dignity and respect
- Promote equality of opportunity between men and women
- Not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
- Provide the same treatment and services (including the ability to register with the Practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief

4. Discrimination by the Practice against you.

If you feel discriminated against:

- You should bring the matter to the attention of the Practice Manager.
- The Practice Manager will investigate the matter thoroughly and confidentially within 5 working days.
- The Practice Manager will establish the facts, and decide whether discrimination has taken place and advise you of the outcome of the investigation within 10 working days.

If you are not satisfied with the outcome, you should raise a formal complaint through the Practice's Complaints Procedure

5. Discrimination against the Practice's staff

The Practice operates a zero tolerate approach to any form of discrimination or harassment of our staff by any visitor. Any visitor, who expresses any form of discrimination against, or harassment of, any member of our staff, will be required to leave the Practice's premises forthwith. If the visitor is a patient, he/she may be removed from the Practice's list if any such behaviour occurs on more than one occasion.

6. Patient Advocacy and Liaison Service (PALS)

PALS are an accessible and confidential service for patients, relatives and carers. PALS acts independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations to negotiate immediate or prompt solutions. If necessary we can refer patients and families to specific local or national-based support agencies.

PALS aim to:

- Offer advice and support to patients
- Provide information on NHS services
- Listen and respond to queries
- Help sort out problems on your behalf

PALS contacts

Write to: NHS Somerset ICB, Freepost RRKL-XKSC-ACSG, Yeovil, Somerset, BA22 8HR

Telephone: 08000 851067

Email: somccg.pals@nhs.net

Website: <http://www.somersetccg.nhs.uk/contact-us/pals/>

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