

Equality and Diversity Policy

Date of development	10/01/2018
Policy owner	David Lattimer

Introduction and Purpose

Equality is about ‘creating a fairer society, where everyone can participate and has the opportunity to fulfill their potential’ (DoH, 2004). By eliminating prejudice and discrimination, the NHS can deliver services that are personal, fair and diverse and a society that is healthier and happier. For the NHS, this means making it more accountable to the patients it serves and tackling discrimination in the work place. (DoH 2011).

Who does this policy apply to?

Our patients and our staff.

Policy

At Moatfield we aim to recognise discrimination and identify the risk of and to understand its potential consequences.

Discrimination may be based on:

- Sex
- Gender reassignment
- Marriage and civil partnership
- Race
- Religion or belief
- Sexual orientation
- Age
- Disability

These are all called ‘protected characteristics’

- Under the Equality Act 2010 people are not allowed to discriminate, harass or victimise another person because they have any of the protected characteristics.
- Protection also exists against discrimination where someone is perceived to have one of the protected characteristics.

- Or where they are associated with someone who has a protected characteristic.
- Unlawful discrimination means treating one person less favourably than another because of a protected characteristic.
- Unlawful discrimination also means putting in place a rule or policy, or way of doing something, which puts someone with a protected characteristic at a particular disadvantage, when compared to someone who does not share it.

Unlawful discrimination may be

- Refusing to provide a patient with a service or to take the individual on as a patient.
- Stop providing a patient with a service.
- Giving a patient a service of worse quality or on worse terms than you would usually offer.
- Causing a patient harm or disadvantage.
- Behaving in a way which causes the patient distress or offends or intimidates them – this is called **harassment**.
- Punishing a patient because they complain about discrimination, or help someone complain – this is called **victimisation**.

What does this mean for Moatfield Surgery?

- Tackling **barriers** which might prevent some groups of people accessing services.
- Delivering services which meet the diverse needs of patients, service users and carers.
- Ensuring services are accessible to all.
- Ensuring everyone is treated with dignity and respect.
- Ensuring we recruit and support our staff according to the basis of this policy

GMC

In *Good Medical Practice* (paragraph 13) the GMC makes it clear that doctors are expected to keep up to date with, and adhere to, the laws and codes of practice which are relevant to their work. This includes the requirements of equality and human rights law.

- You must consider and respond to the needs of disabled patients and should make **reasonable adjustments** to your practice so they can receive care to meet their needs. **‘Reasonable adjustments’** does not only mean changes to the physical environment. It can include, for example, being flexible about appointment times or length, and making arrangements for those with communication difficulties such as impaired hearing
- Paragraph 48 of equality and diversity strategy, GMC states - you must treat patients fairly and with respect whatever their life choices and beliefs.
- Paragraph 59 states you must not unfairly discriminate against patients or colleagues by allowing your personal views[†] to affect your professional relationships or the treatment you provide or arrange.

[†] This includes your views about a patient's or colleague's lifestyle, culture or their social or economic status, as well as the characteristics protected by legislation: age, disability, gender reassignment, race, marriage and civil partnership, pregnancy or maternity, religion or belief, sex and sexual orientation. (http://www.gmc-uk.org/ED_Strategy_2010_2013_36700815.pdf)

CQC:

Providers must consider equality, diversity and human rights in every aspect of their work. You should consider the needs of each person using a service against six key strands of diversity:

- Race
- Age
- Gender
- Disability
- Sexual orientation
- Religion or belief.

The CQC sometimes refers to this as identifying a person's "diversity" or "diverse needs."

MDU Guide

Examples of evidence (for treating patients fairly) include

- Patient feedback
- Equality and diversity protocol

Moatfield Surgery has an Equality & Diversity section in its staff handbook including an Equal Opportunities Policy.

Roles and responsibilities:

- *Recognise discrimination and identify risks of discrimination - whether direct or indirect discrimination, or harassment;*
- *Understand the potential consequences of discrimination;*
- *Be able to identify and respond to the specific needs of diverse patients, service users and carers which arise from their personal, social or cultural background;*
- *Be accountable for providing a service which demonstrates good equality and diversity practice; and*
- *Support the empowerment of patients, service users and their carers so that they may be involved in their own care and health improvement.*

- ↪ Communicate with patients, service users and carers in a way that is accessible to them;
- ↪ Make reasonable adjustments in the way you do your work and deliver services to take account of the particular needs of disabled people;

- ↳ Understand the role that cultural and religious beliefs play in health care and people's experiences of the health service;
- ↳ Ensure that everyone gets care which takes account of their individual needs;

Actions to ensure race equality

The Surgery will:

1. Undertake a race equality audit on an annual basis.
2. Where monitoring demonstrates disadvantages in employment or under-representation, the Surgery will undertake positive action measures allowed by law to rectify this. Such as;
 - Provide facilities or services to meet the particular needs of people from under-represented groups.
 - Target job training at particular groups that are under-represented in a particular area of work.
 - Encourage applications from groups that are under-represented in such areas.
 - The Race Equality Policy will be reviewed annually by the Practice Manager.
3. The Surgery will ensure that we identify and adopt good practice.
4. The Surgery will endeavour to ensure that our staff team reflects the multi-cultural and multi-ethnic society in which we live.
5. All racist incidents will be recorded and reported to the Manager. All incidents will be resolved sensitively, in a manner, which supports the victim and both sanctions and educates the perpetrator.

All staff, learners and apprentices will:

1. Be made to feel valued members of the Surgery.
2. Be encouraged to reach their full potential.
3. Be supported in their development.
4. Have their views, backgrounds and beliefs respected by colleagues and peers.
5. Act as role models through the positive relationships they foster with colleagues and peers.

Monitoring by Ethnicity

The Surgery recognises ethnic monitoring as essential to ensure that no ethnic group is being disadvantaged, and that monitoring leads to action planning. We will build on that approach to tackle other key areas identified.

Policy review date	Policy reviewed by	Changes made	Next review date
10/01/2019	Dr M Patel	Staff addition to policy	10/06/2021
28/07/2023	Dr M Patel	No changes made	31/01/2025
02/02/2024	Dr M Patel	Update to practice responsibilities	31/10/2025