EQUALITY, DIVERSITY AND HUMAN RIGHTS (EDHR) POLICY

**Introduction**

As an organisation, The Island Surgery is committed to equality and valuing diversity and ensuring we meets its obligations to all sectors of the community in the health and social care services it commissions. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all our stakeholders, colleagues and partners and visitors. We will provide equality of opportunity and we will not tolerate discrimination on grounds of gender, gender identity, marital status, pregnancy and maternity, sexual orientation, race, colour, nationality, religion or belief, age, disability, HIV positivity, working pattern, caring responsibilities or political beliefs - or any other grounds.

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 (except employees for whom the Equal Opportunities/Anti-Discrimination (Employment) Policy applies).

The practice:

* Will undertake annual training in Equality and Diversity
* will ensure that all visitors are treated with dignity and respect
* will promote equality of opportunity between men and women
* will not tolerate any discrimination or perceived discrimination against, or harassment of, any visitor for any reason of age, sex, gender, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
* will 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, medical condition, religion or belief

The practice actively promotes and supports the ethos and the requirements of the Equality Act 2010.

**Applicability**

This policy applies to the general public, including all patients and their families, visitors and contractors as well as other agencies working out of or on the same premises

* The Practice will ensure that it complies with the requirements of the Equality Act 2010 and that each of its staff members receives appropriate training on how to do so. The Practice lead for Equality and Diversity will co-ordinate activities and staff members to maintain up to date information and an action plan to ensure appropriate pieces of work are undertaken.
* The Practice will use its position within the local health and social care economy to lead the way with respect to policy, behaviour and practice for equality and diversity.
* The Practice expects and demands that all of its own staff and the staff employed by providers with whom it contracts, will display the appropriate behaviour to all colleagues, patients and service users, regardless of their protected characteristics. Any non-compliance with this requirement will result in disciplinary action.
* When considering any service that is being designed or redesigned, service leads and staff should consider the needs and requirements of each of the groups with protected characteristics and should ensure that they have consulted appropriately with these groups. Consideration of these requirements at the beginning of the process will mitigate any potential discrimination that may arise for a group with a protected characteristic and will contribute to the high level of quality service delivery expected by the Practice. This may include any national or local research, data and patient feedback related to the protected characteristics that apply to the service in question
* When undertaking communications internally and externally and any engagement activities related to Practice initiatives, due regard will be paid to ensuring that communications are accessible in a variety of ways and that all sections of the community with protected characteristics are engaged with appropriately. This will be evidenced through robust monitoring and engagement feedback reports which will incorporate commentary on the efficacy of reaching out to relevant groups, depending on the nature of the specific engagement activity.
* Where patients and service users’ first language is not English and their level of English does not facilitate equality of access to a particular service, the policy of the Practice will engage appropriate independent interpreting and translation. Where patients and service users’ are deaf or have a hearing impairment, the policy of the Practice requires providers to engage British Sign Language interpreters where requested by the patient or carer. This is an essential part of delivering high quality, safe services to all of our population and ensuring vulnerable people are safeguarded appropriately.
* The Practice will ensure that each member of staff has the correct training appropriate to their role in relation to Equality and Diversity. This training will aid staff in understanding and being respectful of the personal, cultural, social and religious needs of people and how these needs may relate to their care needs.

**Procedure**

1. Discrimination by the Practice or Visitors / patients against you

If you feel discriminated against:

* you should bring the matter to the attention of the Practice Manager or their Assistant
* *The Practice Manager or their Assistant* will investigate the matter thoroughly and confidentially within *5 working days*
* *The Practice Manager or their Assistant* 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 [\*]

2. Discrimination against the Practice’s staff

The Practice will not tolerate 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/ they may be removed from the practice’s list if any such behaviour occurs on more than one occasion.

This policy will be reviewed on an annual basis by the practice manager.