



Otterfield Medical Centre Equality & Diversity Policy

EQUALITY AND DIVERSITY

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The vision of Otterfield Medical Centre is to provide a caring and welcoming place for patients to receive the medical care and advice that they need. The Practice is committed to a culture where respect and understanding is fostered, and the diversity of people's backgrounds and circumstances will be positively respected and valued.

This policy applies to the GP partners and practice staff at Otterfield Medical Centre as well as to the general public, including all patients and their families, visitors and contractors.

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.

LEGISLATION

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

- The Equality Act 2010
- Employment Rights Act 1996
- Part-time Workers (Prevention of less favourable Treatment)
- Regulations 2000
- Human Rights Act
- Data Protection Act 1998

Under the Equality Act 2010, it is against the law for an organisation to discriminate against anyone on the grounds of; colour, age, sex, race / nationality – including citizenship – ethnic or national origins, marital status, civil partnership, disability, sexual orientation, any religion, religious or philosophical belief.

THE PRACTICE:

- 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 against, or harassment of, any visitor, or any member of staff for reason of age, sex, 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, religion or belief

ZERO TOLERANCE

The Practice is committed to developing and maintaining a safe and secure environment, for its patients, staff and visitors and has a duty to take all reasonable steps to protect and support its staff.

Violent and abusive behaviour includes bullying and / or harassment of any description. Violent or abusive behaviour by patients, visitors or staff is not tolerated and decisive action will be taken to protect staff, patients and visitors, including combating behaviour contrary to the principles outlined in this Policy.

PROCEDURE

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 indeed taken place and will then 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 (please ask for a copy of our leaflet at reception).

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 may be removed from the Practice's list immediately, depending on the severity of the incident / nature of the behaviour.