

## Patient Equality and Diversity

East Quay Medical Centre support the principles set out in the NHS Constitution that commits that all patients should always be treated with dignity and respect. Historically we have had clear values and principles about equality and fairness and a strong cornerstone for us is our personal list system. We value this so highly because of the continuity of relationship it creates between you and your GP. This relationship means that you are treated as an individual and encouraged to express any preferences or beliefs you have freely and without concern about how it may affect your care or your relationship with your GP.

As aligned with the current legislation, we believe that every patient should be treated as an individual and with respect and dignity. As such, the services we provide will be fair and meet the needs of everyone, whatever their background or circumstances. At East Quay we will ensure that whenever you receive healthcare or medical treatment from us we will uphold your right to be treated fairly and not to be discriminated against, regardless of any 'protected characteristics'. Within health and social care service provision, the 'protected characteristics' are currently:



- race
- sex
- gender reassignment status
- disability
- religion or belief
- sexual orientation
- marriage and civil partnership status
- pregnancy and maternity

This also includes people who are at risk of discrimination by association or perception. This

could include, for example, a carer who cares for a disabled person.

We are very aware that whilst we aim to structure policies, systems and procedures, as well as provide individualised care to ensure we do not discriminate and instead support equality, we are also aware that we are not experts in all of the protected characteristics. As such, we encourage you to tell us if we could improve any aspect of our care, access or systems as we may not be aware of a barrier that you feel exists. You – or your carers – can do this by speaking with your GP, or can contact the Practice Manager, Rachel Stark, either by phone, in writing or by coming in to the surgery.

Finally, where we feel that we or other services are providing, or being asked to provide, care which does not uphold this, we will raise our concerns appropriately.

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