



Equality and Diversity Policy for Patients

Policy Statement:

This Practice is committed to promoting equality, valuing diversity and combating unfair treatment. Equality of opportunity and freedom from discrimination is a fundamental right and we will exercise leadership and commitment in promoting this right.

Diversity is a strength and we will value and harness difference for the benefit of all our patients. We are committed to ensuring that current and potential patients will not be discriminated against on the grounds of social circumstances or background, gender, race, colour, ethnic origin, disability, sexuality, age or religion.

Our vision is for Wallasey Orthodontics to be a successful, caring and welcoming place for patients to receive their Orthodontic care and advice. We want to create a supportive and inclusive environment where care is provided in partnership with patients, without prejudice or discrimination. We are committed to a culture where respect and understanding is fostered and the diversity of people's backgrounds and circumstances is positively valued. This policy helps us to achieve this vision.

The non-discrimination rights of our patients are protected by anti-discrimination legislation including:

- The Equality Act 2010,
- Human Rights Act 1998

By adopting this policy, we undertake to ensure that discrimination does not take place and that everyone is treated fairly and equally.

Aim

The aim of this policy is to remove any potential discrimination in the way that people with protected characteristics are cared for by the Practice. This means that we will not treat someone less favourably because of their:

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

Putting the Policy into Practice

We will develop and support Equality and Diversity measures by:

- Identifying if the patient's communication needs at the start of treatment;
- Providing patient information in a variety of languages, if required;
- Providing information in the correct format i.e. large print etc.;
- Having translation services available for patients who need this;
- Providing services that are accessible to patients with disabilities with additional time with appointments if a need is identified;
- Ensuring that care of individuals is planned with their specific needs at the centre of what we do;
- Tackling oral health inequalities through positive promotion and care;
- Involving patient groups and individuals in the design of our service;
- Responding positively to the diverse needs and experiences of our patients and the community even when those needs are challenging to deal with;
- Ensuring that we join up with services involved with the care of patients with particular medical and social care needs.

Concerns and comments

If you believe you have been treated in any way contrary to this policy or you have any comments to help us improve what we do, please contact Dianne Collins, Registered Manager on 0151 630 6345. We will investigate your concerns and, where appropriate, take necessary action.