



The practice is committed to both eliminating discrimination and encouraging diversity amongst our workforce and in relation to our patients and service users.

The practice and its staff will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.

If you feel that this policy has been breached in any way, please let us know.

We operate an Equality and Diversity Policy. The term 'visitor' used below refers to anyone (including patients and their family members, other visitors and contractors) making use of the Practice premises and services. This policy applies to the general public, including all patients and their families, visitors, contractors and staff.

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 we take into account the needs of all patients and will not treat someone less favourably because of their age, disability, gender reassignment (including trans status), gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Practice will:

- Ensure that all visitors are treated with dignity and respect
- Not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status/civil partnership, pregnancy, race, ethnicity, disability, sexual orientation, gender reassignment, religion or belief
- Seek to foster good relationships between varying groups of people with protected characteristics, as outlined by the Equality Act 2010

If you feel discriminated against by the practice, its staff and/or patients when accessing our services, you should inform the Practice Manager. The Practice Manager will investigate the matter thoroughly and confidentially. The Practice Manager will establish the facts, and decide whether discrimination has taken place and advise you of the outcome of the investigation. If you are not satisfied with the outcome, you should raise a formal complaint through the Practice Complaints Procedure.

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 premises forthwith. If the visitor is a patient, they may be removed from the Practice list if any such behaviour occurs on more than one occasion.