

### **Equality and diversity policy – PATIENTS & PUBLIC**

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.

With regards specifically to sexual orientation:-

The Equality Act (sexual orientation) Regulations outlaws discrimination by providers of goods and services to ensure that they do not discriminate against individuals, either directly or indirectly, in the provision of those services, on the basis of sexual orientation. These regulations take effect from 30<sup>th</sup> April 2007 and build on the 2003 regulations which provide protection for employees. Under the Regulations patients have a statutory right to protection against discrimination on these grounds.

Sexual orientation includes gay, lesbian and transsexual persons and also heterosexual individuals.

The Practice will treat all non-staff visitors and patients as individuals, and will not deal with them or clinically treat them less favourably because of their sexual orientation, or because of their perceived sexual orientation.

When dealing with groups of individuals (e.g. charities supporting differing sexual groups) the group will not be treated less favourably than groups convened for other purposes. This will apply to room facilities, meetings, display of posters or notices within the Practice, acceptance and display of leaflets and advertisements, links from the Practice website or the availability of other facilities which the Practice may be able to offer from time to time.

All staff will treat patients with equal courtesy and care regardless of orientation or perceived orientation. This standard will apply when dealing with relatives or friends of the patient and will apply at all times on the premises even in the absence of patients or Staff failing to uphold this standard may be dealt with using the Practice's disciplinary procedures.

#### **Resources**

Equal Opportunities / Anti-Discrimination (Service Provision) Policy