

BRIDGE MEDICAL CENTRE

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Fair Access, Diversity & Inclusion Policy & Procedure

Policy Details	
Version	Version 1 4/11/15
Responsible GP	Dr Bronwin Bartman – GP Partner
Review Date	4/11/16
Implementation Date	4/11/15
Target Audience	All Staff

The current version of any policy; procedure; protocol or guidance is the version held on the Bridge Medical Centre Intranet. It is the responsibility of all staff to ensure that they follow the current version.

Purpose

- To promote equality of opportunity, **diversity**, inclusion in employment and the delivery of goods and services regardless of sex, marital or civil partnership status, gender reassignment, race, colour, nationality, ethnic or national origins, sexual orientation, disability, religion or belief, political affiliation and age and to overcome discrimination due to visible and non-visible differences. The purpose is also about respecting and valuing other people.

Scope

- The Fair Access, **Diversity** and Inclusion Policy applies throughout Bridge Medical Centre including:
 - o Recruitment and Employment practices;
 - o Training and development;
 - o Service and product procurement (contractor / supplier standards).
- For employees, compliance with this policy is a condition of employment within Bridge Medical Centre services.
- People who use or seek Bridge Medical Centre services shall be protected by the policy. Equally they shall be expected to respect the rights of others under the terms of the policy.

Policy

- Bridge Medical Centre upholds the right of people who use its services, its employees and volunteers to be treated fairly and without discrimination at all times. Bridge Medical Centre also further upholds the right of those people to express their concerns or complaints and for them to be heard and dealt with appropriately.
- Bridge Medical Centre as an employer and service provider shall take all reasonable and practical measures to ensure its practices are free from discrimination and inclusive and accessible to all.
- Bridge Medical Centre wishes to set minimum standards in accordance with the law and the requirements of its regulators and funders, and will ensure that service delivery, employment and the supply of goods and services will be carried out in line with these standards. Those standards are set out in the accompanying sections of this policy.
- In summary, standards shall:
 - o Promote 'equality of opportunity';
 - o Address and tackle discrimination in proactive and positive ways;
 - o As far as is practically possible, actions under this policy will be proactive rather than reactive in nature.

Aims of policy

Patients

- There shall be a clearly worded statement in an accessible format or with an easy read version (delete as appropriate) which shall be made available and posted clearly in all services and which provides a summary of the Policy Statement.

Learning and development

- This policy sets out the basis upon which the employees shall be expected to demonstrate their learning and development.

Public reference

- Bridge Medical Centre is required to show publicly that it has adopted a policy covering Fair Access, **Diversity** and Inclusion, more commonly known as 'equal opportunities'. This policy document and its summary demonstrates Bridge Medical Centre's public commitment.

Responsibilities

- is responsible for promoting Equal Opportunities in the Practice.

- Individual members of the **Bridge Medical Centre** Management Team are responsible for the detailed implementation of actions under this policy within their areas of responsibility and for ensuring that the review of this policy is carried out in a timely manner in consultation with relevant experts in the field.
- is the lead member of the **Bridge Medical Centre** Management Team for the implementation of this policy.
- is specifically responsible for ensuring that monitoring and performance data, relating to the recruitment, employment and development of **Bridge Medical Centre** employees, is updated and made available at quarterly intervals to senior managers, kept/stored securely and disseminated only in accordance with laid down guidelines and the Data Protection Act.
- All managers of **Bridge Medical Centre** who are responsible for press, publicity and marketing strategy will ensure that any actions arising from the policy are addressed in external statements and will reflect as one of the key tenets of Bridge Medical Centre services.
- All managers will:
 - Embody best practices at all times in promoting Fair Access, **Diversity** and Inclusion within **Bridge Medical Centre** services and workplace settings;
 - Ensure that new employees during the first day of induction are made aware of this policy and its application within their role, day-to-day work and contact with clients, Patients and all stakeholders;
 - Consider the need for Personal Development Planning and regular briefings to address any matters under this policy;
 - Actively address with individual staff members (through formal and informal supervision and appraisals) as well as teams, any issues arising from this policy.

All Staff must at all times abide by this policy. Breach of this policy may result in serious consequences.

Legal and regulatory context

- Key groups of people and some types of discrimination that are dealt with under statute include:
 - Equal pay;
 - Gender Issues;
 - Race (includes culture and language);
 - Disability (physical and mental health, learning disability, sensory impairment etc);
 - Religious beliefs or non-belief;
 - Sexual orientation;
 - Gender Realignment (Recognition of);
 - Age;
 - Mental Incapacity;
 - Housing (accessibility).

Shortened policy statement

- An abbreviated and easy to read summary of this policy is produced in the Appendices and shall be displayed wherever **Bridge Medical Centre** is responsible for delivering services.
- It is important that Patients, employees and volunteers are reminded of their rights and responsibilities, in their contact with or for **Bridge Medical Centre**, and that breaches of this policy will be taken very seriously. Swift action will be taken to address any breaches.
- Employees must note that only Shortened Statements which have received **Bridge Medical Centre** senior management approval may be displayed.

Standards

Individual and personal behaviour

- The culture of **Bridge Medical Centre** is demonstrated through the standard of behaviour and

attitudes shown by employees towards others. The culture of any organisation is also demonstrated by the style of leadership adopted by managers and other senior people. Recognizing and respecting our clients, Patients and employees through the promotion of this policy creates a cohesive team and equips Bridge Medical Centre to meet business and competitive challenges full on.

Learning about ourselves and each other

- **Bridge Medical Centre**'s philosophy embodies a culture which values people. In recognising the importance of practices that ensure fairness of access, **diversity** and inclusion, it is equally important to recognise that all individuals carry their own learning and experiences that have shaped the way that they understand and respond to others.
- Cultures which are based upon blame and persecution, as well as the misconstrued and excessive use of the term 'political correctness', are far from suited to supporting ongoing learning. Learning about ourselves and others depends upon a culture which values reflection, positive comment, transparency and constructive feedback as essential, albeit at times challenging.
- Challenging each other and our own attitudes and behaviour, without fear of condemnation, and learning from those experiences, helps everyone to ensure that people are valued and understood; this will promote a better understanding of what is necessary to ensure probity, accountability, inclusiveness and fairness within **Bridge Medical Centre** services and workplaces.

Listening and consulting

- The culture of **Bridge Medical Centre** is also demonstrated in the way it responds to the needs and expectations of people who use, or who may use **Bridge Medical Centre** services. It follows that consulting and listening is a vital part of promoting inclusion and fair access to all. Developing a culture that is responsive to external factors makes it possible to understand, plan and deliver services that are sensitive to the needs of the widest possible range of need in the community. By the same token, information about **Bridge Medical Centre** services must be presented in a way that is informative, helpful, timely, credible and user friendly.

Workplace / team value statements

- **Bridge Medical Centre** has adopted a culture whereby work teams are expected to adopt its particular value statements, in addition to those of **Bridge Medical Centre** as a whole. It is important, in order to promote consistency, that when setting and reviewing value statements this policy is considered as an intrinsic part of that process.

Patients

- In responding to the needs of Patients, **Bridge Medical Centre** will ensure fair access to its services. **Bridge Medical Centre** will make sure that everything it does is transparent, regularly reviewed and updated in order to meet the changing needs of current and future Patients.
- Information, with staff support as necessary, will be made available to help to explain the Equal Opportunity Policy and any other key policy or procedure. This information shall be clear, concise and 'fit for purpose'.
- We will take into consideration any communication or language needs of clients, Patients, and other stakeholders in all future service planning and development.
- **Bridge Medical Centre's** complaints policy will be made available to all Patients, as we welcome complaints in order to maintain our standards and to improve service delivery.
- Patients will be encouraged by staff at **Bridge Medical Centre** to self-advocate by making a complaint themselves if required or will be supported to access Advocacy Services to do so.
- **Bridge Medical Centre** will ensure that all buildings for which it is responsible will be accessible, safe and welcoming and will ensure that the environment is conducive for the purposes for which it is intended.
- **Bridge Medical Centre** will work and consult with other organisations and groups in a fair open and professional manner at all times.

Patient inclusion

- Patient inclusion is pivotal to the planning and delivery of all services so that they are relevant, of high quality, and sensitive to the needs of people who use them. Bridge Medical Centre therefore acknowledges that Patients are 'experts by their experience'.

Suppliers

- **Bridge Medical Centre** will ensure that procurement and supplier selection includes an assessment of their ability to act consistently with this policy.
- **Bridge Medical Centre** recognises that the people who use its services have different needs but the right to the same quality of service. All people who use our services have the right to benefit from them without being subjected to direct or indirect discrimination or abuse from employees, contractors or other persons.
- The process of selection and procuring of suppliers will be undertaken in a way that is fair and non-discriminatory and shall be subject to monitoring, audit and regular review.

Employment (includes volunteers)

- **Bridge Medical Centre** provides equal pay without discrimination as defined under the Equal Pay Act 1970.
- **Bridge Medical Centre** encourages flexible work practices to reflect work life balance or ways of working to allow a diverse range of people into employment, and to help employees manage

disabilities, illnesses or religious observances that occur during their employment.

- Guidelines will be issued to managers on the promotion & monitoring of standards. Any contraventions of Equal Opportunities standards will be fairly dealt with under robust and established systems in place.
- In order to review the effectiveness of the policy and to progress our **diversity** strategy, **Bridge Medical Centre** will maintain an up-to-date employee database that provides information which can be used to review and monitor equal opportunities within the workforce. This information will be kept separate from any other employee files or information stored and will be kept according to data protection rules and regulations.

Recruitment (includes volunteers)

- All new posts will be thoroughly evaluated for the opportunity of taking positive action, involving the use of statutory provisions of the Equality Act 2010 and the Disability Discrimination Act 2005 to deal with the under-representation of groups in **Bridge Medical Centre's** workforce.
- The selection process for the recruitment of new staff and volunteers will be clear and transparent, based solely on relevant criteria.
- Recruitment procedures and recruitment training will aim to promote equal opportunities and avoid the possibility of discrimination from application through to selection.
- Recruitment documentation will state **Bridge Medical Centre's** commitment to Equal Opportunities and anti-discriminatory practices within its service delivery.

Training

- **Bridge Medical Centre** has a training policy that affects all employees. **Bridge Medical Centre's** ability to deliver excellence in its service quality is dependent upon a skilled and competent workforce for which learning and continual improvement is a fundamental principle. It follows that principles of merit and equality are central to such a strategy.
- That policy shall set out the processes for all employees undertaking and benefiting from Learning and Development opportunities.
- Eligibility in accessing learning and development opportunities is dependent upon need and will 'fit' with each individual's job description. Access to any formal or informal learning opportunities is carried out in line with the training plan; **Bridge Medical Centre's** training policy and the individual's Personal Development Plan. In addition, access shall be based upon the need to address issues of equality among **Bridge Medical Centre** user groups.
- All Induction and Personal Development Plans shall positively address any instances where inequality may prevent someone's ability to participate fully, and will identify necessary measures to maximise outcomes for each individual.
- All managers will assist new staff in developing their understanding of this policy during their induction period. This will include the standards of expected behaviour and confidentiality in relation to others.
- All members of staff will be given ongoing opportunities to discuss and further develop their understanding and practice in relation to **Bridge Medical Centre's** Fair Access, **Diversity** and Inclusion Policy.
- Providers, consultants and participants involved in training activities should adhere and actively engage in implementing the Policy.

Methods of complaint

- **Bridge Medical Centre** is required to adopt a range of formal procedures which are designed to protect Patients and employees from discrimination and victimisation. They include:
 - GQQ03 – for Patients/members of the public/staff;
 - GPP01 – for staff;
 - GPP04 – for staff and former members of staff;
 - GPG10 – for staff and volunteers.

Appendix

FAIR ACCESS, INCLUSION & DIVERSITY POLICY

SHORT STATEMENT

Patients

Bridge Medical Centre recognises that the people who use its services have different needs but the right to the same quality of service. All people who use our services have the right to benefit from them without being subjected to direct or indirect discrimination or abuse from other persons.

Key Lines of Enquiry Table

Key Line of Enquiry	Primary	Supporting	Mandatory
G.C1 - Are people treated with kindness, dignity, respect and compassion while they receive care and treatment?	✓		✓

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.