

Revised: May 2023  
Reviewed by: Suzi Colley (Business Partner)  
Review due: May 2026

Changes in regulations, guidelines, and best practice will be added as amendments before this review date.

## Policy

The practice actively promotes and supports the ethos and the requirements of the Equality Act 2010.

The practice will aim to:

- Ensure that all visitors\* are treated with dignity and respect.
- Promote equality of opportunity between men and women.
- Not tolerate any discrimination or perceived discrimination against, or harassment of, any visitor for reason of age, sex, gender, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.
- Provide the same treatment and services (including the ability to register with the practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.
- This policy applies to the general public, including all patients and their families, visitors and contractors.

\*The term 'visitor' used refers to anyone (including patients and their family members, other visitors and contractors) making use of the practice's premises and services.

## Protocol

### Discrimination by the practice staff to visitors

If a visitor experiences discrimination, whether this is witnessed by other staff members or not:

- The visitor is advised to bring the matter to the attention of the practice manager and use the practice complaints procedure to encourage reporting of the incident. Where the visitor is reluctant to do this the staff member witnessing the incident should bring this to the attention of the practice manager (or the deputy practice manager in his/her absence).
- The Business Partner/Practice Manager will investigate the matter thoroughly and confidentially.

- The Business Partner/Practice Manager will establish the facts and decide whether discrimination has taken place and advise the patient of the outcome of the investigation within 30 working days.
- Substantiated claims of discrimination may result in suspension and / or disciplinary action

## **Discrimination against the practice's staff**

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's premises forthwith. If the visitor is a patient, he/she may be removed from the practice's list if any such behaviour occurs on more than one occasion.

## **PALS**

In addition to the above provision, the Gloucestershire ICB runs PALS (Patient Advice and Liaison Service). PALS is a confidential service that provides information advice and support for patients, families and carers. PALS seek to promote the importance of listening to patient enquiries and concerns. To support this, the PALS team work closely with staff who have direct contact with patients, their families and carers, providing help and information regarding enquiries or concerns raised by those receiving care or treatment.

Contact details:

### **Freephone**

0800 0151548

### **Land-line**

01452 566698

### **Email**

[glicb.pals@nhs.net](mailto:glicb.pals@nhs.net)

### **Visit**

[PALS \(feedback and enquiries\) : NHS Gloucestershire ICB](#)