

Herne Hill Road Medical Practice



HHRMP Equality Policy (Patients)

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Date	Author	Reason for change	Version no.
Feb 2023	William Kwarteng	Created for HHR Medical Practice	1.1

Introduction: Herne Hill Road Medical Practice is committed to providing high-quality healthcare services to all members of our community, regardless of their age, gender, race, ethnicity, religion, disability, or socio-economic status. We recognize that some groups of people may experience barriers to accessing healthcare services or may have specific healthcare needs that require tailored support. Therefore, we have developed the following policy to ensure that our services are delivered in a fair and equitable manner to all members of our community.

Equality: Herne Hill Road Medical Practice is committed to promoting equality and diversity in all aspects of our work. We aim to provide a safe and welcoming environment for all patients, staff, and visitors. We will not discriminate against anyone on the basis of their age, gender, race, ethnicity, religion, disability, or socio-economic status. We will treat all patients with respect, dignity, and compassion.

Disabilities: We are committed to ensuring that our services are accessible to all patients with disabilities. We will make reasonable adjustments to our services and facilities to ensure that patients with disabilities can access our services with ease. We will also provide information in accessible formats, such as braille or audio, upon request.

Frail and Elderly: We understand that frail and elderly patients may require additional support when accessing healthcare services. Therefore, we will offer home visits and provide longer appointment times to ensure that these patients receive the care and attention they need.

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House Bound: We recognize that house-bound patients may find it difficult to access our services. Therefore, we will offer home visits and remote consultations, such as telephone or video appointments, to ensure that these patients receive the care and attention they need.

Vulnerable: We understand that vulnerable patients may require additional support when accessing healthcare services. Therefore, we will offer longer appointment times and additional support to ensure that these patients receive the care and attention they need.

Working Age: We recognize that working-age patients may have specific healthcare needs that require tailored support. Therefore, we will offer flexible appointment times and remote consultations, such as telephone or video appointments, to ensure that these patients can access our services with ease.

Low Health Literacy: We understand that some patients may have low health literacy and may require additional support to understand their healthcare needs. Therefore, we will provide information in plain language and offer longer appointment times to ensure that these patients receive the care and attention they need.

Low Trust in Institutions: We recognise that some patients may have low trust in institutions and may require additional support to access healthcare services. Therefore, we will work to build trust with these patients by providing clear and transparent information about our services and ensuring that their concerns are addressed in a timely and respectful manner.

The Young: We understand that young patients may have specific healthcare needs that require tailored support. Therefore, we will offer age-appropriate information and support and provide a welcoming and child-friendly environment to ensure that these patients feel comfortable and at ease.

Certain Racial Groups: We are committed to promoting racial equality and eliminating discrimination in all aspects of our work. We will ensure that our services are delivered in a fair and equitable manner to all members of our community, regardless of their race or ethnicity. We will also work to address any health inequalities that may exist within certain racial groups.

Language Barriers: We understand that some patients may have language barriers that make it difficult for them to access our services. Therefore, we will provide interpretation and translation services to ensure that these patients can communicate with our staff effectively. We will also provide information in multiple languages and offer longer appointment times to ensure that these patients receive the care and attention they need.

Approved by (name):	Sign to approve:
Role:	Date: