

Primary Care: What you need to know about Equality, Inclusion and Human Rights

As a provider of Primary Care services, your practice:

- Should be legally compliant with equality legislation, including the Equality Act 2010, the Public Sector Equality Duty 2011, the Health and Social Care Act 2012, and the Human Rights Act 1998
- Should be accessible for everyone, including people with disabilities and/or language needs. This may include vulnerable groups such as asylum seekers and people experiencing homelessness
- Has a duty to not discriminate, harass, or victimise groups
- Has a duty to plan services that are accessible for all and promote equality of opportunity
- Needs to meet NHS England's Accessible Information Standard, which requires you to record patient communication preference and provide information in accessible ways
- Should consider the "well led" line of enquiry within CQC inspections. CQC inspections are supported by a specialist Equality and Inclusion advisor, and poor performance in the well lead domain of the inspection can have a significant impact on your inspection. GP practices usually rated inadequate in Care Quality Commission (CQC) inspections are due to process failures rather than care failures. We can ensure your equality, diversity and human rights procedures are fit for purpose
- Should promote an inclusive environment for patients, carers and the workforce, and improve patient care



Getting it wrong can cost valuable time and money that could be better used on patient care. Awareness of equality and inclusion issues, and implementing good practice in primary care, leads to better patient care and improved health outcomes.



NHS Midlands and Lancashire Commissioning Support Unit's Equality and Inclusion team are one of the largest providers of Equality, Diversity and Human Rights support to NHS organisations.

- We work with public sector, NHS and Local Authority clients to tackle discrimination and embed equality and human rights into your structures and processes
- We are currently using our expert knowledge to support 28 CCGs across England in meeting their equality duties, as well as supporting many other NHS organisations with transformation plans
- We are a large, diverse team with a broad spectrum of experience, knowledge and skills able to provide you with the solutions you need. We have a combined experience of over 200 years' service as equality professionals
- Having CQC inspectors as part of our team provides us with great insight to the inspection process
- We achieve consistently high satisfaction scores from our customers
- We have a long-established track record of delivering equality awareness training to Primary Care providers

What we can offer?

Our service can offer:

- Bespoke equality, inclusion and human rights awareness training (face to face and interactive) for all GP practice staff
- Equality and inclusion compliance checks (policies and procedures)
- Equality and Human Rights policy development and review for GP federations
- Building access audits / support with equality impact assessments
- Telephone / e-mail advice line



Primary Care Equality, Inclusion and Human Rights Support packages

Our services can be commissioned as standalone support, or as a long-term package - mixed and matched to suit your particular needs.

Suggested Support Package for ensuring compliance is met

This includes an annual service including:

- (A) Equality awareness session for your staff
- (B) Review of your Equality policy and development
- (C) Telephone and e-mail advice line – 52 weeks, 9-5pm

Please contact us for costs.



How to contact us:

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Website: <https://www.midlandsandlancashirecsu.nhs.uk/about-us/equality-and-inclusion/>