



A Fairer NHS Greater Glasgow and Clyde

2013-2016

What Does It Mean For Me?

This leaflet has been produced because it is the responsibility of all NHS Greater Glasgow and Clyde staff to ensure that everyone who uses the health service or works for us is treated fairly.

The law protects people from being discriminated against because of their personal characteristics. These 'protected characteristics' are: age; disability; sex; gender reassignment; pregnancy and maternity; race and ethnicity; religion and belief; sexual orientation; and marriage and civil partnership. NHS Greater Glasgow and Clyde also includes people affected by poverty/ social class.

www.equality.scot.nhs.uk



To support the creation of a fairer NHS, Greater Glasgow and Clyde has developed **equality outcomes** for 2013-16

We will:

- Remove barriers to all services for people with protected characteristics
- Reduce discrimination faced by lesbian, gay and bi-sexual people, transgender people, sensory impaired people and people with learning disabilities in all NHS Greater Glasgow and Clyde services
- Remove age discrimination in all services
- Address the health needs of prisoners and homeless people with protected characteristics, Roma / Gypsy Travellers people and Refugees and Asylum Seekers
- Reduce the health impact of hate crime and incidence of hate crime for all those covered by Hate Crime Legislation.
- Increase the awareness of all staff of the needs of groups with protected characteristics
- Maximise the likelihood of people with protected characteristics attending appointments
- Address the health impact of social circumstances and discrimination through routine sensitive enquiry as part of Person Centred Care
- Promote positive attitudes and interactions between staff, patients and communities, between people who share a protected characteristic and those who do not

We will also mainstream equality into the day-to-day working of NHS Greater Glasgow and Clyde by continuing the work we have done through our last equality schemes.

More information on the equality outcomes, mainstreaming and equal pay can be found at **www.equality.scot.nhs.uk**

To create a fairer NHS Greater Glasgow and Clyde we should all:

- know that the Equality Act 2010 applies to our responsibilities and to each of us as individuals
- make sure we are familiar with the Equality Outcomes that NHS Greater Glasgow and Clyde will take action on in 2013-16
- check out the Equality and Diversity e-modules or other training that is appropriate to our needs
- plan services to make sure that there are no barriers to anyone using them
- always book an interpreter or communication support for a patient that requests one
- use the Equalities in Health website, www.equality.scot.nhs.uk to keep informed

“It has made people working in the service more aware of inequalities by going through the process of an Equality Impact Assessment. It made staff think about what they were doing and if it was enough to create a fair NHS.”

A Fairer NHS Staff Survey

The tips on communication attached here can be removed for use in your workplace. You can use this to help us create a Fairer NHS Greater Glasgow and Clyde.



Want more information?

The Equality Act (2010) was introduced by the Government to ensure public organisations promote equality and remove discrimination in the delivery of all their functions. Understanding, identifying and addressing inequalities is at the heart of NHS Greater Glasgow and Clyde's approach to providing effective health care to all.

You can find more information about the law, equalities issues and staff resources and training on the Equalities in Health web site

www.equality.scot.nhs.uk or contact the Corporate Inequalities Team for more information **0141 201 4560**.

"I take it as my responsibility to address discriminatory language and behaviours. My personal ethos is – I am affronted by racist/sexist/homophobic and other discriminatory practices and am able to stand up for my beliefs."

A Fairer NHS Staff Survey





Communicating With Our Diverse Community –

tips to ensure our language is appropriate and inclusive to everyone

Introduction

The language we use and the way we communicate, whether written or verbal, should give a clear message that we value diversity and respect individual difference. For example, our language should not reinforce gender or race stereotypes. This leaflet covers a few key tips for communicating in a non-discriminatory way. More information can be found on the Equalities in Health website, www.equality.scot.nhs.uk Alternatively, you can contact the Corporate Inequalities Team on **0141 201 4560**.

www.equality.scot.nhs.uk



People who are Physically Disabled

Focus on the person, not the impairment, and always treat adults as adults.

If you offer assistance, wait until the offer is accepted and then listen for instructions. Don't be afraid to ask questions when you're unsure what to do.

For those who use wheelchairs:

- Try to ensure your eyes are at the same level
- Communicate with the service user directly and not with their carer
- Don't lean on the wheelchair
- Always ask if assistance is needed

Deaf and Hearing Impaired People

Just because someone is wearing a hearing aid does not mean they can hear you.

Do not shout. Ensure you have the person's attention before you speak. Move away from background noise and speak clearly and directly to them.

If a loop system is being used, check it is working and ensure the person switches their hearing aid to the 'T' position.

Friends or family members should not be used as interpreters. If a British Sign Language interpreter is required, contact our in-house interpreting service on 0141 347 8811. The interpreter should be booked in advance where possible.

Blind and Visually Impaired People

When you meet a Blind person, introduce yourself. Offer assistance, but don't assume it's required. To lead the person, offer your arm to grip and warn of any obstacles.

A Guide Dog can accompany patients to appointments. Please do not feed or give attention to the dog while it's working. See the Assistance Dog Policy for more information.

Written information can be provided in Braille, large print and audio. Find your Accessible Information Policy contact at the Accessible Information portal on Staffnet.

People with a Learning Disability

Use language that is clear and simple, avoiding jargon. Allow more time for explanations and make sure that the person understands. Speak to the person, not the support worker.

Written information can be provided in large print and easy read versions. Find your Accessible Information Policy contact at the Accessible Information portal on Staffnet.

People with Mental Health Problems

Being able to be open about mental ill-health is good for all of us. It is good practice to adopt the terms used by those experiencing mental health problems. Certain terminology should be avoided, such as calling someone 'a schizophrenic', as well as the casual use of words such as mad or crazy.

Lesbian, Gay and Bi-sexual People

Making assumptions about someone's sexual orientation can make them feel excluded. For example, use 'partner' instead of 'husband' or 'wife' and 'they' instead of 'he' or 'she'.

Ask for an emergency contact rather than 'next-of-kin'.

Don't ask 'Are you gay, lesbian or bi-sexual?' Do ask 'How would you describe your sexual orientation?'

Transgender People

Transgender people have been given new explicit protection in the Equality Act 2010 due to the high levels of discrimination they face. Transgender people are legally entitled to have their preferred gender recognised, for example address them by their preferred name and title.

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Older/Younger People

Always speak directly to an older person, rather than to the carer or companion they are with. Use plain English, avoid jargon or patronising language.

Be aware of any communication issues, such as hearing or dementia. Speak clearly, but don't patronise by speaking too slowly or shouting.

Remember that while an older person may be completely capable of understanding the information, they may need a little more time to absorb it.

Explain your service's policy on confidentiality to **a young person** at the start of every consultation. Listen to the young person and not the adult with them. Use plain language and ensure that they have the opportunity to ask questions.

Don't swamp young people with written information and ensure that the information given is age appropriate.

Black/Minority Ethnic People

Do not assume because of a person's appearance that they won't speak perfect English. If English **is** their second language, use short, simple sentences and avoid jargon.

Ask if an interpreter is required and allocate more time for appointments. Family members/friends should not be used as interpreters. Contact the interpreting service on 0141 347 8811.

All written information can and should be provided in community languages. Cards which can help you identify a person's language are also available. Find your Accessible Information Policy contact at the Accessible Information portal on Staffnet.

Faith and Religion

Customs and cultures vary hugely, as do personal beliefs and the views of the individual or family concerned should always be sought and respected.

Ensure that any communication needs are met, in terms of providing an interpreter, information in the appropriate language etc. Prayer facilities should be available for all.

When specific guidance is required on spiritual care when planning patient care, contact the Chaplaincy Service via the switchboard or consult the NHS Greater Glasgow and Clyde's Culture, Religion and Language Guide.