

NHS Forth Valley

Equality and Diversity Monitoring

Helping Us to Help You

“Equality matters to us all and this means making sure the healthcare treatment everyone receives is appropriate, person centred and fair”.



What is equality monitoring?

Equality Monitoring is the process used to collect, store and analyse data about people who use our services.

It covers a range of equality groups, now called 'protected characteristics'. These are; age, disability, ethnicity, gender/sex, marriage and civil partnership, pregnancy and maternity, religion/belief, sexual orientation, and transgender identity.

This helps us to meet your needs as per the Equality Duty 2010 which requires us to demonstrate how we are;

- Eliminating unlawful discrimination, harassment and victimisation,
- Advancing equality of opportunity and
- Fostering good relations between different groups

How do we use your equality information?

This information can help us to:

- Understand who is using our services or involved in our community events and whether this is representative of the area we serve.
- Ensure we are providing fair and equal access to people who use or need our services.
- Identify if there are any differences in experiences between different groups and put actions in place if required to address unfairness or disadvantage.
- Use equality data to help us when reviewing our current services, policies or planning services for the future.

How will we monitor?

We use standard equality monitoring criteria's as developed and agreed nationally across NHS Scotland. These forms are anonymous.

You may be asked to complete one for example when attending one of our public events or as part of an NHS Forth Valley service development questionnaire.

Do you have to answer the questions?

You have the right to say 'prefer not to answer' to any of the questions that you don't want to answer.

So what is Equality Profiling?

We are committed to 'person centred care,' so the equality information you give us supports staff to deliver care which meets **your individual** needs and preferences.

This could be for example your specific needs regarding your access requirements, your partner's details, your diet, culture, religion/ belief or spiritual care, language and communication support needs, disability or how you prefer us to contact you.

Will you have to complete another form when you next attend the hospital?

You should only be asked once, however we may check with you on occasions that the details we have about you are up-to-date.

Will any of this information make a difference?

Yes! By providing this information either as part of equality monitoring or in meeting your individual needs, will help us improve current and future services.

What if no one asks you about your protected characteristics or equality profile?

Please do not hesitate in asking the reception staff at your GP practice or during your hospital appointment to update your records.

Confidentiality and Data Protection

We have strict rules about the confidentiality of patients records. Any information you provide will be treated as confidential and in accordance with the requirements of the Data Protection Act.

If you require further information please contact:

Lynn Waddell, Equality Manager and Gender Based Violence Operational Lead

Lynn.waddell@nhs.net

Tel: 01324 614635

Thank you for your support