

TAUNTON ROAD MEDICAL CENTRE

Patient Equality and Diversity

Taunton Road Medical Centre support the principles set out in the NHS Constitution. This states that all patients should always be treated with dignity and respect. Historically we have always had clear values and principles about equality and fairness. We believe in continuity of care, as a good relationship with your GP or nurse will allow you to express any preferences or beliefs you have freely and without concern about how it may affect your care or your relationship with your health professional.

As aligned with the current legislation, we believe that every patient should be treated as an individual and with respect and dignity. As such, the services we provide will be fair and meet the needs of everyone, whatever their background or circumstances. At TRMC we will ensure that whenever you receive healthcare or medical treatment from us we will uphold your right to be treated fairly and not to be discriminated against, regardless of any 'protected characteristics'. Within the Health and Social Care Service provision, the 'protected characteristics' are currently:



- race
- sex
- gender reassignment status
- disability
- religion or belief
- sexual orientation
- marriage and civil partnership status
- pregnancy and maternity

This also includes people who are at risk of discrimination by association or perception. This could include, for example, a carer who cares for a disabled person.

We are very aware that whilst we aim to structure policies, systems and procedures, as well as provide the individual care to ensure we support equality, we are not experts in all of the protected characteristics. As such, we encourage you to tell us if we could improve any aspect of our care, access or systems as we may not be aware of a barrier that you feel exists. You – or your carers – can do this by speaking with your GP, or can contact the Practice Manager or Practice Patient Liaison Manger by phone, in writing or by coming in to the surgery.

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