

## Further information

Please contact NHS Somerset's Equality and Diversity Lead for:

- A full explanation of the Strategy
- A copy of the executive summary
- A copy of the full document
- A copy of the document in alternative formats

## Contact details

Patient Advice and Liaison Service (PALS)

Phone: 0800 0851 067

Fax: 01935 385181

[pals@somerset.nhs.uk](mailto:pals@somerset.nhs.uk)

Complaints Manager

Phone: 01460 260206

Fax: 01460 260219

[complaints@somerset.nhs.uk](mailto:complaints@somerset.nhs.uk)

Equality and Diversity Lead

Phone: 01935 384012

Fax: 01460 260219

[go@somerset.nhs.uk](mailto:go@somerset.nhs.uk)

Equality and Diversity Training Lead

Phone: 01458 836458

Fax 01458 836469

[go@somerset.nhs.uk](mailto:go@somerset.nhs.uk)

Este folheto está disponível em Português por telefone 01935 385020

Ta broszura jest dostępna w języku polskim, poprzez kontakt telefoniczny 01935 385020

Эта листовка доступна в русском языке, по телефону 01935 385020

为这个通报在广东电话 01935 385020

This leaflet is also available in Braille, large print and audio by phoning **01935 385020**.

Alternatively, you can write to:

NHS Somerset  
Wynford House  
Lufton Way  
Yeovil  
Somerset  
BA22 8HR

NHS Somerset  
Wynford House  
Lufton Way  
Yeovil, Somerset  
BA22 8HR  
Phone: 01935 384000  
Fax: 01935 384079  
Email: [go@somerset.nhs.uk](mailto:go@somerset.nhs.uk)

# Equality and Diversity Strategy

Information for staff and the public



Information on the Equality and Diversity Strategy, also known as the Single Equality Scheme 2008-2011

This leaflet can be provided in other formats or languages by phoning 01935 385020

April 2009

## What are the aims of the Strategy?

The Equality and Diversity Strategy explains NHS Somerset's commitment to support diversity and to eliminate discrimination, bullying and harassment. The Strategy is also known as the Single Equality Scheme 2008-2011.

At NHS Somerset we recognise and appreciate the diverse nature of patients, the public and our staff. Our Equality and Diversity Strategy focuses on the legal requirements for preventing discrimination and promoting good relations across all groups, regardless of race, disability, gender, age, sexual orientation and religious belief.

The Strategy also aims to reduce unfair treatment that is not yet covered by law, such as social exclusion and poor numeracy or literacy skills.

NHS Somerset continues to explore new and innovative ways to develop and improve local healthcare services. The Strategy includes a three year action plan which reinforces our commitment to provide more accessible services for all.

## Key points from the Strategy

### Equality schemes

The Equality and Diversity Strategy includes the equality schemes that are required by law for race, disability and gender. These try to ensure that discrimination, bullying and harassment are eliminated and that staff, patients and the public are treated equitably. It also supports a human rights-based approach when providing or buying healthcare for the local communities.

### Information

The Strategy contains information about who lives in the county, the make-up of our staff, and says how NHS Somerset will carry out its duties and moral obligations.

There is also information about how we manage the equality and diversity agenda so that we can eliminate discrimination and promote good community relations.

### Action plan

There is an action plan which lists:

- What we will be working towards over the next three years (2008-2011)
- When the actions will be done
- Who, within the Trust, has responsibility for making sure the actions are completed

## What should I do if I feel discriminated against?

### Patients or the public

If you feel discriminated against, you should raise your concerns through NHS Somerset's Patient Advice and Liaison Service (PALS) or the Complaints Manager. Contact details are on the back of this leaflet.

### NHS Somerset staff

Staff who have similar concerns should seek support through the Workforce Department's bullying and harassment process. There is a confidential bullying and harassment hotline – **01460 238659**.

We are also developing staff support networks to look at issues relating to all six strands of diversity (race, disability, gender, age, religious belief and sexual orientation), and also those with carer responsibilities. You can contact the Equality and Diversity Steering Group and share your comments or ideas. Contact details are on the back of this leaflet.

NHS Somerset continues to develop and deliver training for all staff to make sure there is an understanding of equality, diversity and human rights. Please look out for more information on equality and diversity on our website [www.somerset.nhs.uk](http://www.somerset.nhs.uk) or in the staff newsletter.