



DIGNITY AND RESPECT POLICY

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PURPOSE AND DEFINITIONS

The purpose of this policy is to provide guidance for staff and assurance to patients that Gordon House Surgery is committed to continually providing high quality healthcare for all patients and supporting the staff who provide this care. The aim of the policy is to provide information for staff and patients about our approach to dignity and respect.

All patients regardless of age, gender, ethnic background, culture, cognitive function, or sexual orientation have the right to have their privacy and dignity respected.

- Privacy is defined as the freedom from unauthorised intrusion.
- Dignity is defined as the state of being respected as an individual.
- Respect is defined as regard for the feelings and rights of others.

SCOPE

This policy applies to all employees of Gordon House Surgery, contractors, seconded staff, placements, and agency staff.

ROLES, RIGHTS AND RESPONSIBILITIES

All staff

All staff have a responsibility to understand the concepts of privacy and dignity and to use this understanding to deliver an appropriately aligned service.

You have a responsibility to treat every patient and other staff members with respect and as individuals. You have a responsibility to maintain your training and understanding in line with national and/or local standards.

You have a responsibility to understand your organisation's privacy and dignity policy and align to the standards contained within the policy.

You have a responsibility to understand how to report any issue relating to a person acting in a way that is contrary to the concepts of privacy and dignity within your organisation.

Practice manager

To update the policy, ensure that it is aligned with national guidelines, distribute appropriately and ensure that staff are trained at induction and at regular intervals so that they are aware of the principles of dignity and respect and the content of the practice policy.

The practice has a responsibility to provide an environment to allow clinicians to consult with patients and for them to be examined in a setting that considers and respects their confidentiality, privacy, and dignity.



PRINCIPLES OF THIS POLICY

This policy adheres to local and national guidance and policy including the Human Rights Act 1998, the Dignity Challenge, the Health and Social Care Act 2008 regulation 10 and the Worker Protection Act 2023. The principles we adhere to include:

1. A zero tolerance of all forms of abuse and discrimination.
2. Supporting people with the same respect we would want for yourself or a member of our family.
3. Treating each person as an individual by offering a personalised service.
4. Enabling people to maintain the maximum possible level of independence, choice, and control.
5. Listening and supporting people to express their needs and wants.
6. Respecting people's right to privacy.
7. Ensuring people feel able to complain without fear of retribution.
8. Engaging with family members and carers as care partners.
9. Assisting people to maintain confidence and a positive self-esteem.
10. Acting to alleviate people's loneliness and isolation.

Additionally, we will also guarantee to:

- Value the uniqueness of every individual.
- Uphold the responsibility to shape care and support services around each individual.
- Value communicating with individuals in ways that are meaningful to them.
- Recognise and respect how an individual's dignity may be affected when supported with their personal care.
- Recognise that an individual's surroundings and environments are important to their sense of dignity.
- Value workplace cultures that actively promote the dignity of everybody.
- Recognise the need to challenge care that may reduce the dignity of the individual.

RESPECT FOR STAFF

In addition to the importance of dignity and respect for patients we also adhere to the following principles of dignity and respect for our staff.

1. All our healthcare workers have a right to work in an environment free from abuse, harassment (including sexual harassment), and unlawful discrimination.
2. As employers we must protect our staff from abuse, harassment (including sexual harassment), and unlawful discrimination. This will involve the police and social services where appropriate.



3. The impact of discrimination on healthcare staff should be acknowledged and we will provide appropriate support including wellbeing interventions provided for those who are on the receiving end of abuse and discriminatory behaviours.

The NHS constitution for England advises that patients 'have the right to access NHS services. You will not be refused access on unreasonable grounds.'

It also states in its expectation of patients 'Please treat NHS staff and other patients with respect and recognise that violence, or the causing of nuisance or disturbance on NHS premises, could result in prosecution. You should recognise that abusive and violent behaviour could result in you being refused access to NHS services.'

We therefore will formally communicate with a patient via a letter about the impact of their behaviours and the potential that action could be taken, including reporting the behaviour to the police if it is deemed to be unlawful discrimination or hate crime. We will also remove patients who from our practice lists where we deem such behaviour to have caused an irretrievable breakdown in the doctor patient relationship.

DISTRIBUTION

Employees will be made aware of this policy via TeamNet.

Patients will be made aware of this policy using patient leaflets and on the practice website.

TRAINING

All staff will be given training on dignity and respect at induction and at regular intervals thereafter.

Any training requirements will be identified within an individual's Personal Development Reviews.

Training is available in the Training module within TeamNet.

EQUALITY AND DIVERSITY IMPACT ASSESSMENT

In developing this policy, an equalities impact assessment has been undertaken. An adverse impact is unlikely, and on the contrary the policy has the clear potential to have a positive impact by reducing and removing barriers and inequalities that currently exist.

If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

MONITORING & REPORTING

Monitoring and reporting in relation to this policy are the responsibility of the practice manager.

The following sources will be used to provide evidence of any issues raised:

- PALS
- Complaints.
- Significant and learning events.

Any incidents relating to dignity and respect will be monitored via incident reporting.



SUMMARY OF NHS LEGAL AND MANDATORY DOCUMENTATION

Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

Human Rights Act 1998 <http://www.legislation.gov.uk/ukpga/1998/42/contents>

Health and Social Care Act 2008 regulation 10

<https://www.legislation.gov.uk/ukdsi/2014/9780111117613/contents>

Worker Protection (Amendment of Equality Act 2010) Act 2023

<https://www.legislation.gov.uk/ukpga/2023/51/contents>



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Department of Health. Essence of Care 2010

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Newcastle upon Tyne Hospitals Foundation Trust. Privacy and dignity policy <https://www.newcastle-hospitals.nhs.uk/information-for-all-patients-visitors/commitment/privacy/#:~:text=Our%20involvement%20includes%20staff%2C%20patients,treated%20with%20dignity%20and%20respect.&text=Respect%20people's%20right%20to%20privacy,complain%20without%20fear%20of%20retribution>

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Social Care Institute for Excellence. Dignity in care

<https://www.scie.org.uk/publications/guides/guide15/>

Care Quality Commission. Regulation 10 Dignity and Respect <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-10-dignity-respect>

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

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Department of Health. Public perceptions of privacy and dignity in hospitals

<https://www.nhs.uk/nhsengland/aboutnhsservices/nhshospitals/documents/mori%20research%202008.pdf>

Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

Department of Health. Dignity in care - the dignity challenge 2007. <https://www.dignityincare.org.uk>

BMA How to manage discrimination from patients and their guardians/relatives 2022 [Managing discrimination from patients and their guardians and relatives \(bma.org.uk\)](https://www.bma.org.uk)