



NHS 24 statement on equality, diversity and human rights

We are NHS 24, part of the NHS in Scotland. We are Scotland's national organisation providing up-to-date health information and self-care advice, over the phone, for people in Scotland.

We are committed to contributing to a fairer society by promoting equality and good relations for patients, carers, patients' representatives, members of the public, partner organisations, staff and job applicants.

As part of our commitment to being a responsible employer we will make sure our workforce has the awareness and ability to meet the different needs of Scotland's diverse population.

We are committed to:

- getting rid of unlawful discrimination, harassment and victimization, and any other behaviour that is not allowed under the Equality Act 2010;
- promoting equality between people who share a relevant characteristic and those who do not share it;
- developing good relations between people who have a characteristic that is protected by law (see over the page) and those who do not; and
- treating people fairly, with respect and dignity, and as individuals.

Equality is about creating a fairer society where everyone can take part and have the opportunity to fulfil their potential.

Diversity is about recognising and valuing people's differences for the benefit of patients, carers, patients' representatives, members of the public, partner organisations, staff and job applicants.

Human rights is about making sure patients and staff are safe in healthcare settings, have their privacy protected, and are treated fairly, with dignity and respect.

We will make sure that equality, diversity and human rights are at the centre of our policies and practices.

As part of this we will always recognise the needs of people with characteristics which are protected by law. Those characteristics are:

- age;
- disability;
- gender (sex);
- gender reassignment (living as the sex opposite that recorded at birth);
- pregnancy and maternity;
- race;
- religion or belief;
- sexuality; and
- marriage and civil partnership.

These principles apply to all patients, carers, patients' representatives, members of the public, partner organisations, staff and job applicants.

We will meet our legal duties under the Equality Act 2010, the Equality Act (Specific Duties) (Scotland) Regulations 2012 and the Human Rights Act 1998, and will do so in a fair, justifiable, open and honest way.



We have worked with Plain English Campaign to achieve their Crystal Mark for this leaflet. The Crystal Mark is firmly established in the UK as a standard of clarity that organisations aim for when they produce public information. For more information visit www.plainenglish.co.uk.

If you have any suggestions on improving how we make information on equality and diversity available to you, please let us know by emailing the Participation and Equalities Manager:

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