Equality and diversity monitoring

Why we ask for your personal information
Why we ask for your personal information

We need to ask questions about you so we can ensure that we deliver healthcare services fairly and which meet your individual needs and the needs of different groups.

What you tell us about yourself helps us to identify any disadvantage you may have and plan services to meet your needs.

Understanding the impact of our services and practices on different groups is also a requirement under the Equality Act 2010. This is sometimes called equality monitoring.

What is equality monitoring?

Equality means creating fairness between different people or groups of people.

This could refer to having equal access to health services or being treated fairly when receiving care or treatment.

When we talk about equality at HRCH, we are referring to the actions we take to make sure that you, your carer or family are treated fairly, equally and with respect.

Equality monitoring is a way of making sure that these actions are working.

It helps us to eliminate discrimination, harassment and victimisation and promote equality of opportunity so that everyone has access to effective, high quality healthcare that meets their needs.
Where does the information go?

The information you provide will be stored in your patient record.

We use the information we collect to:

• Improve access to our services
• Help identify the needs of our diverse communities
• Assess the current usage of services
• Highlight and respond to gaps in service provision
• Shape and inform future service developments

Anonymised data may also be shared with the wider NHS so that we can monitor how well we are performing compared with other healthcare providers and identify any issues that may exist regionally or nationally.

What if you don't want to share your information?

Sharing your personal information is an important part of helping us to provide treatment and care which is appropriate to your personal needs. However, if you don’t want to share your diversity information that is your decision to make. If you change your mind later on, we can update your records.

More information:

If you would like to read more about what we do with your information, please look on our website or email us with any questions.

Website: www.hrch.nhs.uk
Tel: 020 8973 3110
Email: hrch.informationgovernance@nhs.net
Address: Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL
Language support

We can help you if English is not your first language. If you would like to receive this leaflet in a language or format of your choice please contact the PALS team on 0800 953 0363.

Arabic

يمكننا مساعدتك إذا لم تكن الإنجليزية لغتك الأولى. إذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك فضلًا بالاتصال بفريق PALS، والذين سيسعدون بتقديم المساعدة.

Farsi

اگر انگلیسی زبان اول شما نیست میتوانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمایید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک می‌سپارند.

Polish


Punjabi

ਸੀ ਕੁਰਾਣੀ ਭਾਸ਼ਾ ਅਨੇਕਤਾ ਦੀ ਦਾਤਾ ਹਨ ਅਨੇਕ ਕੁਰਾਣੀ ਭਾਸ਼ਾ ਵਾਲੇ ਦੇ ਨਾ ਕੁਰਾਣੀ ਰਵਾਇਤ ਪਹਿਲਾਂ ਸਕਾਰਾਮ ਕਰ ਹੋਣ ਦੁਬਾਰਾ ਇਸ ਪੁਸਤਕ ਦੇ ਤੌਰ 'ਤੇ ਵਰਤਤਾ ਹੋਣ ਦੇ ਸੌਂ ਲੇਖਾਂ ਦੀਆਂ ਭਾਸ਼ਾ ਵਾਲੇ ਕੁਰਾਣੀ ਭਾਸ਼ਾ ਵਾਲੇ ਇਕਵਲਾ ਦੁ ਭਾਸ਼ਾ ਨੂੰ ਲੇਖਾਂ.

Somali

Anaga waan ku caawinkarnaah hadii Ingiris owsan aheyn luuqadaadda. Haddii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in lagugu habayo fadlan la’xirir kooxda ee PALS ee aad ugu faraxsan in ay ku caawiyaa.