

## Satisfaction Survey

Your Healthcare is currently running an ongoing collation of service user and carer perceptions of service. This asks simple questions such as:

- Would you recommend the service to friends and family
- Do you have confidence in those treating you
- Rate if you feel you have felt an improvement in your overall health/quality of life?

This is done by a completely anonymous survey.

These can be completed either in a hard copy format (which can be returned by way of free post) or electronically on the internet.

The electronic format can accessed by the following this website address:

<http://yourhealthcare.org/our-services/service-users-carers/>

For more information about our services go to [www.yourhealthcare.org](http://www.yourhealthcare.org)

## Further information and help

If you have any questions or would like to discuss any of the issues raised in this leaflet please talk to the person in charge of your care or contact us on 020 8339 8000

If you require this leaflet in any other language or format, please email the Your Healthcare Customer Care Team who will be happy to help.

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل [contact@yourhealthcare.org](mailto:contact@yourhealthcare.org) با تیم پشتیبانی مشتریان Your Healthcare تماس بگیرید تا با کمال میل به شما کمک کنند.

إذا كنت تحتاج هذه النشرة في أي لغة أو شكل أخرى، يرجى الاتصال بفريق خدمة الرعاية الصحية للعملاء الذي سيكون سعيداً للمساعدة  
[contact@yourhealthcare.org](mailto:contact@yourhealthcare.org)

이 문서를 다른 언어나 형식으로 원하신다면, 귀하의 헬스케어 고객센터 ([contact@yourhealthcare.org](mailto:contact@yourhealthcare.org))으로 이메일을 보내주시시오. 기꺼이 도와 드릴 것입니다.

Jeśli chcieliby Państwo otrzymać tą ulotkę w dowolnym innym języku lub w innym formacie, prosimy o skontaktowanie się z działem obsługi klienta Your Healthcare pod adresem email: [contact@yourhealthcare.org](mailto:contact@yourhealthcare.org).

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் [contact@yourhealthcare.org](mailto:contact@yourhealthcare.org) எனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்புங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவுவார்கள்



## Equality Monitoring



Your Healthcare is committed to ensuring that we act equitably and fairly at all times, both towards people who use our services and our staff.

## What is Equality Monitoring?

This leaflet aims to clarify what is equality monitoring and inform everyone what type of information makes up Equality Monitoring and what is done with this information.

## Equality Monitoring Explained

As a result of the Equality Act 2010 Your Healthcare devised a series of objectives that are to be followed and reviewed annually These were:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act (Equality Act 2010).
- Advance equal opportunities between people who share a characteristic and those who don't.
- Foster good relations between people who share a characteristic and those who don't.

## Protected Characteristics

There are nine protected characteristics (also referred to as protected groups) included in the Equality Act 2010 and these are:

- Age
- Race including nationality and ethnicity
- Disability
- Religion or belief
- Gender re-assignment
- Sex (gender)
- Marriage and civil partnership
- Sexual orientation
- Pregnancy and maternity

## Why do we need this information?

In order to ensure that everyone receives fair and equal access to Your Healthcare services, information needs to be collected. This is then compared with the overall demographics of the community to check if any particular group is being excluded.



## Do I have to give this information?

Not at all. It is completely your choice as it is voluntary but it will help us:

- Provide a better service
- Minimise the possibility of a group being excluded
- Make sure as many people as possible can access our services.

## When do I have to give this information?

When you access our services or apply to work with us you will be asked to complete one of our equality monitoring forms.

## Will I have to do this every time I access a service or apply to work with Your Healthcare?

Only if your circumstances change or if we wish to check that the information we have is still correct.

## I am worried about who will see this information. How do I know it will be safe?

Your information will be stored securely and confidentially. This will be in accordance with the General Data Protection Regulations and Your Healthcare's Information Governance Guidelines. What this means is that we can only collect data for specific purposes within the law and cannot publish any information which could identify an individual without their explicit consent.

