

Equality objective	Equality improvement plan
<p>We will ensure that our patients are communicated with in a manner that is appropriate to their specific needs.</p>	<p>We will ensure all staff in our patient liaison team receive customer service training upon induction, and annually by way of an update.</p> <p>We will establish how patients wish to be communicated with at first point of contact. This method will follow the patient through their One Health journey e.g. if interpreter is required.</p>
<p>We will ensure that our recruitment policy reflects relevant legislation within the Equality Act and that recruiters are fully trained</p>	<p>Review recruitment policy adding any new relevant steps to ensure full compliance</p>
<p>We will equip all One Health Staff to proactively manage equality and diversity within the workplace</p>	<p>Review equality and diversity training to ensure it fully meets the needs of the business.</p> <p>Ensure all staff receive equality and diversity training and that this is updated annually as part of mandatory training</p>
<p>We will take account of patient's needs in relation to access to One Health services, wherever we provide them.</p>	<p>Review outreach clinics regarding suitability of access and make necessary adjustments or alternate arrangements where possible.</p>