

Document Reference	P-CL-NI-001
Document Type	Policy
Title	Dignity, Respect & Empathy Policy
Effective Date	8 January 2024
Version	1.0
Review Date	January 2027
Document Owner	Thelma Turner
Purpose	This policy details the commitment of all staff and those working within our Clinic to treat all patients and colleagues with dignity, respect and empathy.
Scope	The 'Company' refers to Orthoderm and Hillsborough Private Clinics.

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1.0 Introduction

We pride ourselves in our excellent reputation. Our highly qualified, professional and dedicated staff ensure that all our patients and service users receive the best possible treatment and service ensuring privacy, dignity, respect, equality and empathy are honoured at all times.

Dignity - is a person's sense of self-worth and self-esteem. Dignity is being worthy of respect.

Respect - means to show consideration and appreciation towards other people.

Empathy - is the ability to understand and share the feelings of another.

Equality - is the state of being equal, especially in status, gender, rights and opportunities.

This policy details the commitment of all staff and those working within our Clinic to treat all patients and colleagues with dignity, respect and empathy.

We must lead, promote and champion dignity, respect empathy and equality through integration into governance and service monitoring and set clear principles ensuring that measurable standards are met.

2.0 Scope

This policy applies to all staff, including casual workers, agency staff, consultants and those working on our behalf.

3.0 Responsibilities

While the Directors have overall responsibility to ensure compliance with this policy, everyone has a responsibility to ensure the following:

- Respect the privacy and dignity of all patients, members of the public and work colleagues.
- Read and comply with the principles laid out in this policy.
- Everyone is treated with courtesy and consideration at all times. Staff should treat everyone with the same respect that they would wish for themselves and their family.
- Everyone should be treated as an individual.
- Agree with patients as to how they would like to be addressed - professional language should always be maintained when addressing patients and use of over-familiar terms should be avoided.
- The patient's needs are assessed and understood.
- Everyone's right to privacy is respected. Areas of sensitivity which relate to modesty, gender, culture and religion should be respected.
- Individual's feel able to complain without fear of retribution, and that everyone can access the appropriate information and advice.

- Listen to and support patients in expressing their needs and wants. All staff should engage with family members and carers, while respecting the patient's confidentiality.
- Promote and encourage positive attitudes and behaviours within the Clinic and aim to eliminate the possibility of any patient, member of the general public or staff member suffering a negative experience.
- Promote and support a culture of zero tolerance of all forms of abuse.

Concerns and complaints must be addressed and answered in a timely manner in line with our Comments and Complaints Policy.

4.0 Equality and Diversity Policy

Anyone who works with us or who uses our services will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We define diversity as recognising, respecting and valuing the differences that everyone has and acting in a manner that is free from bias, discrimination and dishonesty.

5.0 Empathy Policy

For management and staff, it is essential that the skills required for effective empathy are encouraged on a daily basis to understand accurately the needs of others (not what you think they need) and being aware of their feelings and thoughts.

6.0 Breach of Policy

All disrespectful behaviour must be challenged. We have a zero tolerance of all forms of abuse. We must always act as a good role model and treat others with respect, dignity, equality and empathy particularly those who cannot stand up for themselves.

If the Company is concerned that a member of staff or an individual working within our clinic has intentionally breached this policy, it will be considered in line with our Employee Disciplinary Procedures, Practising Privileges or Casual Worker Agreements.


7.0 Policy Review

This policy will be reviewed on a 3 yearly basis.

8.0 Revision History

Version	Page	Section	Description of change
1.0			First issue

9.0 Sign-offs

	Approver Name	Job Title	Date	Signature
Document Author	Emma Stinson	HR & Compliance Manager	8/1/24	
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