What do we do?
Oxfordshire Primary Care Trust (PCT) provides many of the health services across Oxfordshire. This includes GP practices, dentists, pharmacists and opticians as well as services such as district nursing, health visiting, community hospitals and a range of specialist and therapy services.

Are you treated fairly and equally by us?
We want to hear what you think about whether we treat you fairly and equally. It is important that Oxfordshire PCT provides fair and equal access to the information and healthcare services we provide, and that our services are responsive to the wide and diverse range of needs of the people of Oxfordshire.

In order to do this we will be looking at particular areas of diversity in the community. Diversity is about recognising, valuing and respecting individuals’ differences. In this feedback form we look at six different areas of diversity – race, disability, gender, religion or belief, sexual orientation and age.

You are the expert about your area of diversity and you can help inform us by filling in this feedback form and sending it back by Tuesday 31 March 2009. You can also complete it online at: www.tinyurl.com/oxnhs-equality

If you would like this feedback form in another format (eg audio, Braille, another language), please let us know by contacting 01865 336790.

You can also email us at: public.involvement@oxfordshirepct.nhs.uk

Thank you for your help – all your answers will be treated in the strictest confidence.

About you
1) I am responding for the following area(s) of diversity…
- Race
- Disability
- Gender
- Religion or belief
- Sexual orientation
- Age

Questions about equality and diversity
2) Why is equality important to you in this area of diversity? (please tick the most important only)
- To eliminate discrimination
- To feel valued and respected
- To receive the same access to local health services as others
- To receive health services that are tailored to your needs
- To encourage positive attitudes and inclusion
- Other (please specify):

3) What do you believe is the most important issue for people in Oxfordshire in this area of diversity? (tick one box only)
- Access to local health services/buildings
- Understanding their needs
- Attitudes of others
- Communication
- Transport
- Equality of opportunity
- Other (please specify):

4) We want to find out whether we treat people from all walks of life fairly. We know that some people live in places where services are not as good and they are more likely to suffer from ill health/social problems. We call these places – ‘areas of deprivation’. In ‘areas of deprivation’ what improvements need to be made for this diversity group? (tick all that apply)
- Access to local health services/buildings
- Understanding their needs
- Attitudes of others
- Communication
- Transport
- Equality of opportunity
- Other (please specify):

5) What are the main social or physical barriers which may prevent people from accessing the full range of services available? (tick all that apply)
- Restricted mobility
- Lack of understanding/attitudes from the general public
- Lack of understanding/attitudes from PCT staff
- Inflexible services
- Restricted appointment times
- Poor communication about the health service(s) on offer
- Feelings of exclusion
- Other (please specify):

6) What could be done better?
- Improve access to services/buildings
- Greater understanding of needs
- Improve communication
- Improve attitudes
- Greater equality of opportunity
- More involvement and consultation with this diversity group
- Other (please specify):

7) What do you think is the most effective way in which Oxfordshire PCT can support this area of diversity? (tick one box only)
- Promote positive attitudes and greater awareness eg through training
- Actively encourage equality of opportunity and inclusion
- Increase accessibility to local health services/buildings
- Provide greater choice of services
- Communicate more effectively
- Other (please specify):

Please turn over
Consultation results

Would you like to receive...?
A copy of the consultation report
Yes ☐
No ☐

A summary version of the Single Equality Scheme?
Yes ☐
No ☐

If you wish to receive the above in another format (e.g. audio, Braille, another language) please let us know:

Contact details

If you have requested information please let us have your contact information below.

Name:

Address:

Email:

Or, I wish to remain anonymous ☐

More information about you

Are you:
Male ☐
Female ☐
Prefer not to say ☐

How old are you?
Under 25 ☐
25-34 ☐
35-44 ☐
45-54 ☐
55-64 ☐
65 and over ☐
Prefer not to say ☐

Please give your full postcode below (if not given under ‘contact details’). This will be used to assess where we are receiving responses from across Oxfordshire.

Returning this form

Please return this form by Tuesday 31 March 2009 to the freepost address below. No stamp is needed.

Sara Price, Single Equality Scheme, Communications and Public Involvement
Freepost RRRK-BZBT-ASXU
2nd Floor Jubilee House
5510 John Smith Drive
Oxford Business Park South
OXFORD OX4 2LH

You can also complete the feedback form online by visiting our website at:
www.tinyurl.com/oxnhs-equality