



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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Collecting Information about your Ethnic Group

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Everyone belongs to an ethnic group so all our patients and service users are being asked to describe their ethnic group.

We are collecting this information to help the NHS:

- **Understand the needs** of patients and service users from different groups and so provide better and more appropriate services for you.
- **Identify risk factors** - some groups are more at risk of specific diseases and some groups have specific care needs so ethnic group data can help treat patients and support service users by alerting staff to high-risk groups.
- **Improve public health** by making sure that our services are reaching all our local communities and that we are delivering our services fairly to everyone who needs them.
- **Comply with the law as the Race Relations (Amendment) Act 2000** gives public authorities a duty to promote race equality and good race relations and ethnic monitoring is important in making sure that race discrimination is not taking place.

The 16 ethnic groups used are standard categories for collecting ethnic group information. Using these codes will help us to compare information about the groups using our services with information from the census which tells us about our local population. The list of groups is designed to allow most people to identify themselves. The list is not intended to leave out any

groups of people but to keep the collection of ethnic information simple.

It is important to us that you are able to **describe your own ethnic group**. If you need to complete any of the boxes labelled 'any other group' then please give some details so that we can better understand your needs.

You do not have to answer the question on your ethnic group but providing this information is very important. It will help us with diagnosis and assessment of your needs and it will also help us to plan and improve our service. Experience shows that when people are asked their ethnic group, the proportion of people who choose not to answer is small.

The information you provide will be treated as part of your confidential NHS notes. The NHS has strict standards regarding data protection and your information will be carefully safeguarded. If you have any concerns or questions regarding this request or you want to make any comments or complaint about the collection of this information or the way in which you have been treated by staff requesting this information, please contact the Trust's Patient Advice and Liaison Service (PALS).

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk.

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