

INTERPRETING SERVICES

Health and Social Care are committed to ensuring equality of access to services and to information. We will provide any service user or patient who requires language support with a professionally trained interpreter in a minority ethnic language. The Northern Ireland Health and Social Care Service will be provided free of charge to you and you are legally entitled to the service.

The Service is available across all health and social care 24 hours, 7 days per week. Please let a receptionist or HSC professional know as soon as possible that you need this service and they will arrange it on your behalf.



Ethnic Monitoring

Supporting Your
Needs

About Ethnic Monitoring

HELPING US TO MEET YOUR NEEDS



You may be asked to complete a referral, registration or admissions form, which may include questions about your ethnic group.

This leaflet will answer some of your questions about why we are collecting ethnicity information.

WHO WILL BE ASKED?

We provide services to a diverse and multi-cultural community and are asking all groups of service users/ patients their ethnic group so that we can better meet their cultural, religious and language needs.

Why Ethnic Monitoring is needed

Some health conditions and issues can be greater among some ethnic groups eg, Tuberculosis and Sickle Cell Disease.

- It promotes equality and human rights
- It improves access to services
- It helps identify gaps in services
- It promotes more culturally sensitive services
- We want everyone, no matter what their ethnic group to be able to use our services easily.
- It will help us to understand your individual needs
- It will help us to respond to your needs to provide better services



WHAT IS ETHNIC MONITORING?

It's about asking you to identify which ethnic group you belong to. Where asked, this information will be recorded to help us identify groups who are using, or not using those services to help us meet your needs and plan better for future services.



WHAT WILL BE ASKED?

You may be asked 2 questions

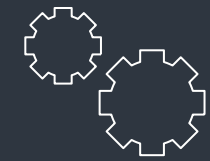
1. **What is your Country of birth?** Eg Northern Ireland / Poland / Romania
2. **What is your ethnic group?** Eg Chinese / Irish Traveller / Mixed Ethnic Group



DO I HAVE TO GIVE THIS INFORMATION?

No one is obliged to disclose this information but if you do, it will be treated confidentially and will help us plan our services and provide for your particular needs.

Ethnic monitoring by service providers is key in helping to promote racial equality. Developing ethnically sensitive services will meet your needs better.



What is an Ethnic Group?

Everyone belongs to an ethnic group. Ethnic group is how you see yourself and is a mixture of culture, religion, skin colour, language and the origin of your family.

Can I ever change the Information I have given?

From time to time, you may be asked, or you may request to check that the information you have given is accurate. This will give you a chance to change the entry if you wish.



Data Protection

The data collected will be used alongside other service users/ patients' information to identify overall needs and to help us plan our services. All personal details will be covered by the Data Protection Act 1998 and kept strictly confidential.

THANK YOU FOR TAKING THE TIME TO READ THIS LEAFLET