



National Health Service in Scotland  
Management Executive

St. Andrew's House  
Edinburgh EH1 3DG

Dear Colleague

**ACCESS TO HEALTH CARE BY THE ETHNIC  
MINORITY COMMUNITIES: A GUIDE TO GOOD  
PRACTICE**

**Summary**

1. One of the key principles of the Patient's Charter is fair and equitable access to health care by all members of the community. A guide to good practice on access to health care by ethnic minority communities has now been published and is being distributed under separate cover.

**Other Information**

2. The guide examines the issues involved in planning and providing care for ethnic minorities and offers advice and examples of good practice. For example making information material available in different languages; and being sensitive to the cultural and spiritual traditions of ethnic minority communities.

3. A Working Group which included members drawn from purchasers, providers, the Commission for Racial Equality and Racial Equality Councils developed the guide.

**Action**

4. General Managers and Chief Executive are asked to:

4.1 review their existing practices with regard to the planning and provision of services to the ethnic minority communities and take action where appropriate;

4.2 disseminate the guide to those staff, including primary care contractors, who are involved in the delivery of local health services.

Yours sincerely

*Patricia Russell*

PATRICIA RUSSELL  
Acting Head of Health Gain Division

30 December 1994

**Addressees:**

For action:

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Chief Executives, NHS  
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