

Eastville Medical Practice Disability Access Protocol

INTRODUCTION

This document provides the basis for the Practice to assess the needs of its disabled patients and staff, and those with mobility or other requirements to ensure that their access to the services is, as far as practicable, maximised.

Access to information about facilities

Information on the provisions made for disabled patients is detailed in the New Patient Leaflet which is handed out to all new patients on registration. This leaflet is also available in large type, for ease of reading by partially sighted patients.

The Practice website contains a section outlining the facilities available at the Practice, including the accessibility features of the building. This information will be altered as necessary based on the findings of any Access Audits carried out.

Patient Facilities

The Practice will:

- Provide large font Practice leaflets.
- Ensure signage is clear and non-obstructive.
- Ensure access to the building is easy and free of obstacles.
- Provide clearly marked and wider disabled parking bays.
- Allow guide or other assistance dogs into the premises.
- Provide a range of high-backed winged chairs with a high seat base to assist elderly or disabled patients in standing or sitting.
- Offer private room facilities for patients who may have communication, reading, or writing difficulties.
- Provide disabled toilet facilities on each floor.
- Allow a carer/friend/family member to accompany a disabled patient into a consultation to provide support.
- Consider any reasonable proposed building improvements.
- Maintain the lift in good working order to ensure full access to all parts of the building for those with a physical disability or mobility issues.
- Ensure there is a robust process in place to ensure that anyone with a disability can be evacuated safely in the event of a fire or other emergency.
- Maintain the induction loop facility.

As specified in the practice's Equal Opportunities Policy, the practice will not discriminate against any disabled employee/job candidate, and this includes ensuring that all reasonable steps are taken to allow access to/movement around the practice by staff members with a disability. The practice is committed to making any such reasonable adjustments.

Maintaining and Improving

The Practice operates from a shared building, used by various healthcare professionals. Eastville Medical Practice owns the building jointly with Maytrees Practice. Both practices recognise and take seriously their duty to provide adequate facilities.

The Practice will audit its facilities on an annual basis or at significant changes to the premises. The results will be recorded and filed along with any action plans or other documentation required. Any repairs/modifications required will be acted upon in a timely manner.