

Disability Access Policy

Disability Access

If you have any specific needs or require additional support, please inform a member of our team so we can assist you appropriately and ensure consistent support in the future.

Wheelchair access

The Practice has been specially designed to make it easier for disabled patients to visit; patients also have access to a disabled toilet.

Support for Neurodivergent and Autistic Patients

If you are neurodivergent or autistic, your GP practice can make reasonable adjustments to help ensure your appointment is more comfortable and accessible. Letting the receptionist know about your preferences means they can be added to your medical record, so you receive consistent support each time you visit.

Here are some examples of adjustments you can request:

- A digital note on your GP record to guide staff on how best to support you
- Appointment reminders sent by text message
- Booking appointments at quieter times of day
- Seeing the same doctor or nurse whenever possible
- Receiving a written or bullet-point summary of your next steps after the appointment
- Requesting appointments or information by email instead of phone
- Waiting in a quieter space or outside until your appointment time
- Being told how long the wait is likely to be
- A brief written summary of your appointment to support memory and understanding
- Bringing sensory aids (e.g. fidget tools, ear defenders, sunglasses)
- Asking staff to speak slowly, clearly, or repeat information if needed
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Please don't hesitate to tell a member of the team what would help you feel more at ease. We're here to support you and want to make your visit as comfortable and accessible as possible.

Loop system

We have a loop induction system at Reception to assist the hearing impaired. For more information on the loop hearing system visit [Hearing Link website](#).

- [British Deaf Association](#)
- [British Sign Language Healthy Mind](#)
- [Action Hearing Loss](#)
- [Royal Association for Deaf People](#)
- [National Deaf Children's Society](#)

Support for Blind or Partially Sighted Patients

If you or a family member are blind or partially sighted, we can provide our Practice leaflet in large print or as an audio CD upon request.

Please speak to a member of our team for more information or to request a copy.

For more advice and support for blind people please visit the following websites:

- [Royal National Institute of Blind People \(RIND\)](#)
- [Action for Blind People](#)
- [blind.org.uk](#)
- [Blind in Business](#)
- [British Blind Sport](#)

Guide Dogs

Guide dogs are welcome at the Practice. However, we kindly ask that you remain mindful of other patients and staff who may have allergies or a fear of dogs. Thank you for your understanding.

Please visit the [guide dog](#) website for further information.