

PRIMARY HEALTH CARE CENTRE, CHOPWELL

DISABILITY PROTOCOL

The CHOPWELL PRIMARY HEALTHCARE CENTRE recognises the importance of the Equality Act and will take into account the difficulties that disabled people are facing, ensuring sure that people with disabilities are receiving the best service that the practice can provide.

Giving disabled people more control over their lives by:

- Promoting Quality of Life
- Promoting Equality of Opportunity
- Promoting Independent Living

The Practice undertakes an annual audit of its facilities and how they meet the requirements of the Equality Act, or when significant changes are made to the Practice premises.

The services to be provided are listed below:

1. Parking
2. Access to the Premises
3. Signs
4. Meet and Greet
5. Awareness of Staff
6. Provide auxiliary aids and service
7. Front Line Staff Assistance
8. Toilet Facilities
9. General Environmental Aspects
10. Designated Rooms

11. Treatment Areas
12. Auxiliary Aids
13. Training
14. Fire Alarm System
15. Evacuation Procedure

1. Parking

Designated disabled parking spaces will be made available on the CHOPWELL PRIMARY HEALTHCARE CENTRE Car Park following an assessment on where this will be feasible.

The parking spaces will be clearly marked and wider than standard parking spaces for wheelchair access.

Where possible, the spaces will be situated away from moving cars allowing safe space to the disabled person arriving at the premises.

2. Access to the premises.

The building will be accessible with automatic doors on arrival and any doors en-route to the reception area will be kept open at all times during Practice opening hours.

The door to the corridor to the consulting rooms is a fire door, therefore has to be kept closed. Staff members on reception will always be on hand to open this door when help is needed.

3. Signs and patient information

Where applicable, signs will be clear and bold to enable people with disabilities to read them and make their own way, if appropriate.

The Practice Information Leaflet will be provided in large font to enable those with visual impairment to have the same information available to them.

4. Meet and Greet

Patients who have disabilities which require help during their visit to the surgery are identified by a major alert on the computer screen. This then activates the meet and greet policy which the health care professional will follow. A copy of this policy is available from Miss Samantha Cromar

5. Awareness of staff

To ensure staff are made aware of disabled people with obvious disabilities (e.g. wheelchair users) when they have entered the building and are also aware of disabled people with non-obvious disabilities (e.g. partially sighted) when assistance is requested, by the major alert message that displays a message that the Patient they are dealing with has a disability.

Signs are displayed offering assistance to all patients.

6. Provide auxiliary aids and service

All staff will adopt a flexible approach, for example letting a person with an assistance dog into the Practice or allowing people to make appointments by letter if they find it difficult to talk on the phone.

Staff will seek to provide alternative service where the usual service location is not accessible, and arrange for an alternative location to be arranged for a person who has a walking difficulty in a location nearer to the entrance.

Staff will be aware of all disabled services that the Practice has to provide and make sure disabled people know about them.

7. Front Line Staff

Front line staff make an important difference to the way services are delivered to disabled people and will adopt the following actions:

- Finding out discreetly about any requirements they may have (e.g. will you need any help?)

- Making themselves familiar with all aids to communication such as Loop systems and make sure that they are working on a regular basis.
- Allowing sufficient time – a person with disabilities may take longer.
- Be flexible and discreet about requirements and occasionally check the comfort of the disabled service user. If in doubt, it is always better to ask.
- Always address the disabled person even if they have someone with them, unless informed otherwise.
- Avoid using complicated language or jargon, taking time to explain to them.
- Make the person aware of facilities such as nearby toilets.
- Arrange an escort if necessary, if going alone check if they know the way and give clear directions.
- Never take hold of a disabled person, find out how the disabled person wants you to assist them.
- Use an everyday tone of voice, do not shout at or patronise a disabled person.
- Ensure that disabled people are not pulled backwards in wheelchairs.

8. Toilet Facilities

A designated disabled toilet is available in near reception area.

The toilets have room for wheelchair access and manoeuvrability.

Hand basins and toilets are at the correct level and handrails and a call system to summon help are in each disabled toilet.

Baby changing facilities.

Sanitary bin provided.

9. General Environmental Aspects

9.1 Lighting:

In designated areas, light switches will be at a level to be reached by wheelchair users.

Existing light switches fitted above this height will be switched on each morning before the surgery opens by a designated member of staff.

All future lighting will be implemented at wheel chair height as per the Equality Act.

9.2 Blinds:

All rooms that will be used by disabled persons will be fitted with blinds to avoid direct sunlight. All windows can be opened and closed and assistance will be made available to action this.

9.3 Flooring:

In designated areas, floors are covered with non-slip flooring.

Where there is a hazard, such as liquid spilt on the floor, this will be dealt with immediately, clearly coned and marked. These materials are kept in the cleaning cupboard.

9.4 Floor Space:

The reception area and corridors will be maintained clear of all obstacles to ensure manoeuvrability for wheelchair users.

9.5 Chairs:

There is a selection of chairs available, including chairs with high backs for extra support. These are in a designated area in the patient waiting area.

9.6 Radiators:

Are painted white colour to achieve contrast with corridor wall surfaces in the main corridors and waiting areas.

10. Designated Rooms

A designated room compliant with the Equality Act is provided for disability access. This room will be used if a patient needs a calm waiting area due to their disability causing anxiety.

11. Treatment Areas

Rooms designated areas for treatment of disabled people have a rise and fall couch, and various seating to suit the needs of the patient.

Blinds are fitted to avoid direct sunlight.

12. Auxiliary aids

Aids are provided to access the service, e.g. loop systems. We have the provision of auxiliary aids in public (Reception) areas.

13. Training

All existing staff will be trained on all auxiliary aids and the correct procedure to follow to comply with the Equality Act.

This training will be included in the induction of any new staff.

14. Fire Alarm System

The fire alarm system has alarm bells to make everyone aware of a fire. Staff will also be on hand to alert visitors when fire alarm sounds.

15. Evacuation Procedure

If evacuation is necessary, staff will identify and assist all disabled persons on the premises and escort them to the correct assembly point, explaining the situation and keeping them calm.