



# Wallington Family Practice

Name of Policy	Disability Access Policy
Initial Date of Policy	21 June 2016
Review Dates	9 October 2017 25 September 2019 23 April 2021
Current Owner	Sarah Kavanagh
Approved by	The Partnership

## 1. Introduction

1.1 This policy set out the practice's policy in supporting its patients and visitors who have a disability, ensuring that their access to the practice is maximised.

## 2. Website and electronic communication

2.1 The practice recognises that services available online are helpful for some patients with disabilities. We will advertise our services via our website.

2.2 The website has been developed to include an accessible page which will use different colour schemes which are of assistance to patients with visual impairments.

2.3 We will seek input from our PPG on how to create a suitable page to support patients with disabilities.

2.4 We will offer the online appointment booking system 'Patient Access'.

2.5 We will allow patients to communicate with the practice via our website dashboard. This dashboard is due for upgrade with new functionality in May 2021.

## 3. Access to the building and services

### 3.1 The practice provides the following:

- a. An Induction Loop and mobile induction loop, and signage is displayed at reception
- b. Disabled Parking bays directly outside the building
- c. Allowing guide or other assistance dogs into the premises
- d. A range of high-backed winged-chairs with a high seat base to assist elderly or disabled patients in standing or sitting.
- e. Online booking of appointments
- f. online communication with the practice
- g. Double appointments where needed
- h. Use of texting between patient and the practice
- i. Flagging where it is known that patients are visually or hearing impaired, which will prompt the clinician or staff member to be aware that they may not hear / see calling



## Wallington Family Practice

boards or their name being called out and also how it impacts with leaving telephone messages or offering telephone appointments

### 4. Accessible Information Standard (NHS England)

- 4.1 Conforming to the Accessible Information Standard, part of the Health and Social Care Act 2012, will be a requirement for practices in England by **July 31, 2016**. It has been put in place to ensure people who have a disability, impairment or sensory loss are able to access and understand any information or communication support they need.
- 4.2 The practice will make ensure that patients and service users, and their carers and parents, can access and understand the information they are given.
- 4.3 This includes making sure that people get information in different formats if they need it, for example in large print, braille, easy read or via email or text. The practice will also make sure that people get any support with communication that they need, for example support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate.
- 4.4 Patients requiring information in any of the above formats will be referred to the Practice Manager who will make arrangements for this to be provided.

### 5. Training and Skills

- 5.1 The practice will access Disability Awareness Training for staff.



# Wallington Family Practice

## Access Checklist

Name of Practice	Wallington Family Practice
Type of Building	Health Centre – multiple occupancy
Address	Jubilee Health Centre West, Shotfield, Wallington SM6 0HY
Other Occupants	Shotfield Medical Practice, Epsom and St Helier NHS Trust, Sutton Health and Care Community Services, NHS Property Services
Inspected by:	Sarah Kavanagh
Inspection date:	23.4.21

## Parking

Is there a patient car park?	No, but spaces reserved for patients with disabilities are available directly in front of the building and these are protected by a barrier. Public car parks directly adjacent to and opposite the building also have reserved spaces for blue badge holders.
Total parking spaces	6
Total Designated Disabled Spaces	6
Are designated spaces at least 5% of the total spaces?	Not applicable
Are designated spaces at least 2.5m wide plus 1.2m adjacent space (which may be shared with the next bay)	Yes
Is the route from the designated space to the building obstacle free?	Yes
Does the route to the building have dropped curbs?	Yes (no curbs)
Is the route to the building at least 1200mm wide?	Yes (no designated route)
Additional Comments relating to parking	



# Wallington Family Practice

## Building Entry

Is the approach flat without a step, or ramped?	Yes
Is the door width at least 750mm	Yes
Is there an automatic opening facility on the door or the means to call for assistance?	Yes
Is there a sign in clear print to identify the building?	Yes and the practice has a window poster in clear font stating its services
Does any ramp have: <ul style="list-style-type: none"><li>• a non-slip surface</li><li>• width at least 1metre</li><li>• top and bottom landing with at least 1.2m clear length</li><li>• raised kerbs at least 100mm high</li><li>• a continuous handrail on both sides if the ramp exceeds 2m long</li><li>• a handrail 900mm above the ramp and 1m above the landing</li><li>• handrail with a closed end(s)</li></ul>	Not applicable
Does the entry door have: <ul style="list-style-type: none"><li>• 800mm clear opening width</li><li>• 300mm leading edge clearance</li><li>• Vision panel from 900mm to 1500mm height</li><li>• A level threshold</li><li>• A door control 1m above the floor</li><li>• Revolving doors?</li><li>• A lobby between double doors with clear wheelchair space</li></ul>	Yes (No revolving doors or lobbies)
Does signage have: <ul style="list-style-type: none"><li>• Clear contrasting colours</li><li>• The name of the building and / or services</li><li>• Have a clear font</li><li>• Have mixed upper and lower case characters</li><li>• Use characters at least 60mm high (capitals)</li><li>• Sufficient illumination (natural or otherwise)</li><li>• Suitable location (e.g. not too high up)</li></ul>	Signage is in contrasting colours and clear font throughout. Not all signage throughout the building is 60mm high  Signage was reviewed in 2017-2018



## Wallington Family Practice

### External Steps

Are there external steps to the building?	<b>No</b>
<b>If YES do they have:</b> <ul style="list-style-type: none"><li>• None slip surfaces</li><li>• Minimum width 1 metre</li><li>• Minimum 1.2m between landings</li><li>• Landings clear of swinging doors</li><li>• A uniform rise in the steps</li><li>• A handrail on both sides if more than 2 steps</li></ul>	<b>Not applicable</b>
Are there Handrails?	<b>N/A</b>
<b>If YES do they have:</b> <ul style="list-style-type: none"><li>• A height of 900mm above the step surface</li><li>• A height of 1m above the landing surface</li><li>• A handrail which extends 300mm beyond the top and bottom of the steps</li><li>• A handrail which has closed ends</li><li>• A handrail of 45 – 50mm in diameter</li><li>• A handrail which projects 45mm from the wall</li></ul>	<b>N/A</b>

### Reception Area

Is there a Reception sign? Is it in clear font and visible to wheelchair users?	<b>Yes</b>
Does the reception desk have a surface < 800 high?	<b>Yes</b>
Is there an induction loop? Are Loop signs clearly displayed?	<b>Yes</b>
Is there a portable induction loop?	<b>Yes</b>
Is there a 400mm reception desk overhang?	<b>Yes</b>
Is the lowest part of the desk at least 900mm wide?	<b>Yes</b>

### Building Accessibility

Are doors 750mm wide minimum?	<b>Yes</b>
Is a lift or ramp available where the building is not on one level?	<b>Yes, lifts to all floors</b>
Is any ramp <= 1:12 gradient? Does it comply with the requirements above?	<b>No ramp</b>

<b>Is there a lift?</b>	<b>Yes</b>
If yes, does it: <ul style="list-style-type: none"><li>• Have a clear 1500 x 1500 landing in front of the doors?</li><li>• Have doors with a clear opening width of 800mm</li><li>• Have a car space of min. 1100 wide x 1400 long?</li><li>• Have a control panel &lt; 1200mm high?</li></ul>	<b>Yes</b>



## Wallington Family Practice

<ul style="list-style-type: none"><li>• Have a control panel &gt;400mm from the front wall?</li><li>• Identify which floor the car is on?</li><li>• Have a min. 5 second delay on the door opening to closing?</li><li>• Give a mi. 5 second warning that the lift is arriving?</li></ul>	
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### Toilets

<p>Are there public toilets: Is there a disabled toilet or one which;</p> <ul style="list-style-type: none"><li>• Has a min size of 1400 x 1750mm?</li><li>• Have a door of &gt;750mm width?</li><li>• Have grabrails for side or forward weight transfer?</li><li>• Are the grabrails secure?</li></ul>	<p><b>Yes</b> <b>Yes</b></p>
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### Items Required Attention / Recommendations

<p><b>None</b></p>
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