

Disabled Access policy

Purpose

To ensure all patients can adequately access the Practice sites and services.

Approach and car parking access

Guildhall surgery site: No car parking facilities for patients. Pay & display directly opposite to be used.

Barrow Surgery site: On site carpark at the front of the building with 2 x disabled parking spaces directly outside the entrance. No external level changes.

Building entrances/exits

Guildhall surgery site: Raised step at front door (pharmacy entrance with automatic door for wheelchair/mobility scooter/pram/frame access)

Barrow Surgery Site: Extension exit door has a ramp for wheelchair access

Communication

- Hearing induction loops at both sites
- Jayex board – self check in available at both sites, height enables access to these screen at wheelchair height.
- DALS – interpreter service available at both surgery sites
- Large print or Braille available upon request
- Alarm bell in disabled toilets on both sites

Corridors & horizontal movement

- Both surgery sites have corridors wide enough for wheel chair access.
- Automatic fire doors in place, no internal level changes on ground floor of either site

Vertical movement

- **Guildhall Surgery site:** Lift in place for disabled access to first floor.
- **Barrow surgery:** Ground floor service provision only.

Emergency escape routes for disabled people

Guildhall surgery site: Side door in the event of a ground floor fire, pharmacy entrance, front door access available but assistance required for steps.

In the event of a fire occurring restricting stair access, fire escape on first floor, a stretcher in place for wheelchair users or those with reduced mobility.

Barrow Surgery site: *In the event of the front door being inaccessible, extension exit has wheelchair ramp. Side door with support for small step.*

Emergency lighting in place and tested weekly at both sites.

Fixtures and fittings

- *Light clinical flooring in place at both sites to assist with patients living with dementia*
- *Hearing induction loops at both sites*
- *Jayex board at both sites accessible height*
- *Disabled washrooms at both sites with alarms fitted*

Internal doors

- *Mechanically operated, all stay open unless fire alarm is activated, fire safety doors automatically shut, both sites.*

Lifts and staircases

- ***Guildhall surgery site:*** *stair case fitted with bannister running the duration of the case. Stretcher on first floor for evacuation purposes.*
- *Lift in place to enable first floor access and fitted with alarm in case of emergency.*

Signage and way-finding

- *Fire signage in place above doors across both surgery sites*
- *Emergency exit signage in place both surgery sites*
- *Entrance and exit signage in place at both surgery sites*
- *CCTV in place at both surgery sites*
- *All visitors to the practice sites are not to be left unaccompanied in staff only areas*

Toilets and sanitary provision

- *Both sites have disabled toilets (Guildhall on both floors) with alarm pulls*
- *Sanitary provisions and baby change provision at both sites*
- *Sanitary bins etc all at low level*
- *Hand washing facilities at correct height or access*
- *Screens removed at GHS due to acoustics and reduced covid risk.*