DISABILITY ACCESS PROTOCOL & CHECKLIST

**INTRODUCTION**

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

**New Patients**

Clinical staff will assist patients attending for a New Patient Visit including collecting them from the waiting area and escorting them to their consultation as appropriate. Patients benefiting from this will have a major alert message placed on the clinical system record.

**Training and Skills**

The Practice will keep a record of training courses available, for example signing courses, disability awareness, or patient handling, and will support staff willing to attend these. The Practice will seek to have a member of staff on hand with these skills as far as practicable and will maintain a suitable skills register as part of the routine training needs analysis.

**Patient Facilities**

The Practice will:

* Provide large font Practice leaflets on request
* Promote the Induction Loop system and provide staff training. Loop signs will be clearly displayed in Reception and patients will be asked to indicate if they wish to use this
* Loop refresher training will take place at least annually and within 1 month of new recruit induction.
* Provide an area in the waiting room to accommodate wheelchairs.
* Ensure signage is clear and non-obstructive
* Allow guide or other assistance dogs into the premises
* Offer away from reception area for patients who may have communication, reading, or writing difficulties
* Allow disabled patients to make appointments by unusual methods, e.g. text messages or letter. The Practice will respond to these requests using the method most appropriate to the needs of the patient.

**Checking and Recording**

The Practice will audit its facilities on an annual basis or at significant changes to the premises.

Results will be recorded within a file maintained for the purpose along with any action plans or other documentation required. The file will maintain a summary report of the access facilities available to disabled patients as detailed above.

**RESOURCES**

Definition of disability under the Equality Act 2010 <https://www.gov.uk/definition-of-disability-under-equality-act-2010>

Information and guidance on the Equality Act 2010, including age discrimination and public sector Equality Duty <https://www.gov.uk/guidance/equality-act-2010-guidance>

**Access Audit Checklist** starts on the next page >>>

**Access Checklist: *Questions below based on an affirmative answer being the desired situation***

|  |  |
| --- | --- |
| Name of Practice |  |
| Type of Building |  |
| Address |  |
| Inspected by: |  |
| Inspection date: |  |

**Parking**

|  |  |
| --- | --- |
| Is there a patient car park? |  |
| Total parking spaces |  |
| Total Designated Disabled Spaces |  |
| Are designated spaces at least 5% of the total spaces? |  |
| Are designated spaces at least 2.5m wide plus 1.2m adjacent space (which may be shared with the next bay) |  |
| Is the route from the designated space to the building obstacle free? |  |
| Does the route to the building have dropped curbs? |  |
| Is the route to the building at least 1200mm wide? |  |
| Additional Comments relating to Parking |  |

**Building Entry**

|  |  |
| --- | --- |
| Is the approach flat without a step, or ramped? |  |
| Is the door width at least 750mm |  |
| Is there an automatic opening facility on the door or the means to call for assistance? |  |
| Is there a sign in clear print to identify the building? |  |
| Does any ramp have:   * a non-slip surface * width at least 1metre * top and bottom landing with at least 1.2m clear length * raised kerbs at least 100mm high * a continuous handrail on both sides if the ramp exceeds 2m long * a handrail 900mm above the ramp and 1m above the landing * handrail with a closed end(s) |  |
| Does the entry door have:   * 800mm clear opening width * 300mm leading edge clearance * Vision panel from 900mm to 1500mm height * A level threshold * A door control 1m above the floor * Revolving doors? * A lobby between double doors with clear wheelchair space |  |
| Does signage have:   * Clear contrasting colours * The name of the building and / or services * Have a clear font * Have mixed upper and lower case characters * Use characters at least 60mm high (capitals) * Sufficient illumination (natural or otherwise) * Suitable location (e.g. not too high up) |  |

**External Steps**

|  |  |
| --- | --- |
| Are there external steps to the building? |  |
| **If YES do they have:**   * None slip surfaces * Minimum width 1 metre * Minimum 1.2m between landings * Landings clear of swinging doors * A uniform rise in the steps * A handrail on both sides if more than 2 steps |  |
| Are there Handrails? |  |
| **If YES do they have:**   * A height of 900mm above the step surface * A height of 1m above the landing surface * A handrail which extends 300mm beyond the top and bottom of the steps * A handrail which has closed ends * A handrail of 45 – 50mm in diameter * A handrail which projects 45mm from the wall |  |

**Reception Area**

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

**Building Accessibility**

|  |  |
| --- | --- |
| Are doors 750mm wide minimum? |  |
| Is a lift or ramp available where the building is not on one level? |  |
| Is any ramp <= 1:12 gradient?  Does it comply with the requirements above? |  |

|  |  |
| --- | --- |
| **Is there a lift?** |  |
| If yes, does it:   * Have a clear 1500 x 1500 landing in front of the doors? * Have doors with a clear opening width of 800mm * Have a car space of min. 1100 wide x 1400 long? * Have a control panel < 1200mm high? * Have a control panel >400mm from the front wall? * Identify which floor the car is on? * Have a min. 5 second delay on the door opening to closing? * Give a min. 5 second warning that the lift is arriving? |  |
|  |  |

**Toilets**

|  |  |
| --- | --- |
| If there are public toilets:  Is there a disabled toilet or one which;   * Has a min size of 1400 x 1750mm? * Have a door of >750mm width? * Have grab rails for side or forward weight transfer? * Are the grab rails secure? |  |
|  |  |

**Items Required Attention / Recommendations**

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| --- |
|  |

**Audit completed by………………………………Date………………………………………**