



Reasonable Adjustment Policy

Document Control

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Thursby Surgery is committed to ensuring that all patients can access our services safely, fairly and with dignity. We recognise that some patients may require reasonable adjustments to remove barriers to accessing healthcare and to ensure they receive care that meets their individual needs.

The practice will make reasonable adjustments wherever practicable for patients with disabilities, long-term health conditions, learning disabilities, autism, dementia, sensory impairments or other additional needs, in accordance with the Equality Act 2010.

2. Purpose

The purpose of this policy is to:

- Ensure compliance with the Equality Act 2010.
- Meet the requirements of the NHS Accessible Information Standard (AIS).
- Improve access to healthcare for all patients.
- Promote equality, dignity and inclusion.
- Ensure staff understand their responsibilities for identifying and providing reasonable adjustments.

3. Scope

This policy applies to:

- All practice staff.
- GPs.
- Nurses.
- Healthcare Assistants.
- Reception and Administration staff.
- Practice Management.
- Temporary, bank and locum staff.
- Contractors working on behalf of the practice.

4. Definition

A **reasonable adjustment** is a practical change made by the practice to remove or reduce barriers that may disadvantage a patient because of a disability or additional need.

Reasonable adjustments are individual and based on each patient's needs.

5. Legal Framework

This policy is based upon:

- Equality Act 2010
- NHS Accessible Information Standard
- Health and Social Care Act 2012
- Care Quality Commission (CQC) Fundamental Standards

- Human Rights Act 1998
- NHS Constitution

6. Who May Need Reasonable Adjustments?

Patients who may benefit include those with:

- Physical disabilities.
- Mobility difficulties.
- Hearing impairment.
- Visual impairment.
- Learning disabilities.
- Autism.
- Dementia.
- Mental health conditions.
- Cognitive impairment.
- Speech or communication difficulties.
- Long-term health conditions.
- Temporary disabilities or injuries.
- Other additional needs affecting access to healthcare.

7. Examples of Reasonable Adjustments

Depending on individual needs, the practice may provide:

Access to Premises

- Step-free access.
- Wheelchair-accessible consultation rooms.
- Accessible toilet facilities.
- Assistance entering the building.
- Reserved seating where appropriate.

Communication

- Large print letters.
- Easy Read information.
- British Sign Language (BSL) interpreters.
- Spoken language interpreters.
- Hearing loop.
- Written communication.
- Email communication where appropriate.
- Communication via a nominated representative where consent has been given.

Appointments

- Longer appointments where clinically appropriate.
- Flexible appointment times.

- Quiet waiting areas where possible.
- Home visits where clinically appropriate.
- Telephone or video consultations where suitable.

Support During Appointments

- Allowing carers, advocates or family members to attend.
- Allowing additional time for explanations.
- Using plain English.
- Checking understanding before the consultation ends.

8. Identifying Reasonable Adjustments

The practice will identify reasonable adjustment needs by:

- Asking patients during registration.
- Asking during appointment booking.
- During clinical consultations.
- Reviewing patient feedback.
- Receiving information from carers or other healthcare providers.
- Identifying needs through routine care.

Patients will be encouraged to tell us about any adjustments they require.

9. Recording Reasonable Adjustments

The practice will:

- Record reasonable adjustment needs on the patient's clinical record.
- Apply appropriate alerts or flags.
- Review adjustments regularly.
- Update records if needs change.
- Share adjustment requirements with other NHS providers where appropriate and in line with information governance requirements.

10. Providing Reasonable Adjustments

Staff should consider:

- What barrier exists?
- What adjustment would remove or reduce the barrier?
- Is the adjustment practical?
- Is it proportionate?
- Does it improve patient safety and experience?

Patients should always be involved in decisions about their preferred adjustments wherever possible.

11. Responsibilities

Practice Manager

Responsible for:

- Implementing this policy.
- Ensuring compliance.
- Monitoring effectiveness.
- Arranging staff training.
- Reviewing patient feedback.
- Completing annual access audits.

Reception Team

Responsible for:

- Asking about reasonable adjustment needs.
- Recording requirements.
- Arranging interpreters or additional support.
- Informing clinicians where appropriate.

Clinical Staff

Responsible for:

- Identifying adjustment needs during consultations.
- Recording adjustments.
- Making reasonable clinical adjustments where appropriate.
- Referring concerns to the Practice Manager where necessary.

All Staff

All staff are expected to:

- Treat patients with dignity and respect.
- Promote equality and inclusion.
- Maintain confidentiality.
- Be aware of this policy.
- Complete mandatory equality and diversity training

12. Staff Training

The practice will provide training covering:

- Equality Act 2010.
- Accessible Information Standard.
- Equality, Diversity and Inclusion.

- Disability awareness.
- Autism awareness.
- Dementia awareness.
- Learning disability awareness.
- Effective communication.

Training will be reviewed annually.

13. Monitoring

The effectiveness of this policy will be monitored through:

- Annual Access Audit.
- Patient Participation Group (PPG) feedback.
- Friends and Family Test.
- National GP Patient Survey.
- Complaints relating to access.
- Compliments.
- Clinical record audits.
- CQC inspections.
- Staff training compliance.

14. Patient Feedback

Patients are encouraged to tell us if they experience any difficulties accessing our services.

Feedback may be provided through:

- Patient surveys.
- Friends and Family Test.
- Complaints.
- Compliments.
- Patient Participation Group.

Feedback will be reviewed regularly and used to improve services.

15. Equality Impact

The practice aims to ensure no patient experiences discrimination because of disability or any other protected characteristic.

Reasonable adjustments will be considered individually and provided wherever practicable to support equitable access to healthcare.