How can we help you?

- We want to know if you need any reasonable adjustments and what they are.
- We can record these adjustments to your file so everyone in our practice is aware of your needs.
- With your permission and consent, we can also share these adjustments with other healthcare professionals involved in your care.

How to get started?

- Fill in one of our Reasonable Adjustment Questionnaires at Reception and return to us.
- Download or complete our online questionnaire, please visit our website page:

www.kidsgrovemedicalcentre.co.uk/your-care/ reasonable-adjustments-for-patients

We are happy to help you fill out the questionnaire, if you need any assistance please contact us or ask at Reception.

What are Reasonable Adjustments?



Dr Harbidge & Partners Kidsgrove Medical Centre

Mount Road, Kidsgrove, Staffordshire, ST7 4AY.

Telephone: 01782 831101

Email address: Admin.M83023@staffs.nhs.uk

Website: www.kidsgrovemedicalcentre.co.uk

What are Reasonable Adjustments?

- The Equality Act 2010 says all health and care services must be accessible for people with disabilities. These are called reasonable adjustments.
- This includes people with a physical or sensory disability, people with a learning disability, autistic people or people with a long term condition such as dementia.
- Reasonable adjustments are unique to each person.
- You can have more than one reasonable adjustment.
- You can change your mind about your reasonable adjustments at anytime.

Making healthcare accessible for everyone

• Reasonable adjustments are small changes we can make to your healthcare experience, that help to make our services more accessible.

What kind of Reasonable Adjustments can we make?

Reasonable adjustments can sometimes be small changes such as:

- Providing longer appointment times.
- A quiet room for people to wait in.
- Wheelchair access or installing a ramp.
- Providing information in an easy to read format.
- Larger text on appointment letters or forms.
- Allowing space for guide dogs.
- Offering appointments at specific times based on your needs.
- Communicating in a preferred way like using sign language or a language interpreter.
- Do you want us to communicate with your family, friend or carers who give you support?

If you have any reasonable adjustments that aren't listed above, please let us know.