

Accessibility

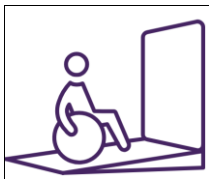
What is available to help you with registering, accessing and communicating when you come for an appointment with us?

We can support you with any disabilities, impairments or sensory loss needs you have.

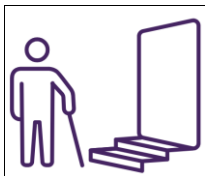
Physical Access Support



Level access on all our surgeries except Park View. We do not have **automatic doors** on any of our surgeries but our staff will always be available to open doors for you.



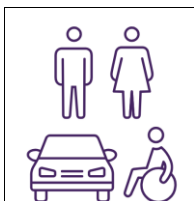
Ramped/Sloped Access at our Park View surgery only (you may need someone to support you if you are in a non-motorised wheelchair or our staff can help)



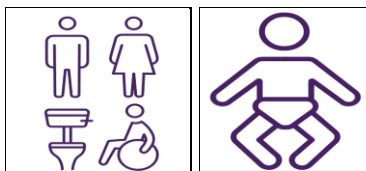
Lift available at our Heworth Green site if required. All of our other surgeries only have ground floor waiting or clinical rooms



Onsite Parking Bays available on all our sites and designated drop off points within 200 metres of front door



Blue Badge/Accessible Parking Bays available on all sites



Accessible and gender inclusive toilets available on all sites.

There are baby changing facilities on most sites or a private space can be made available.

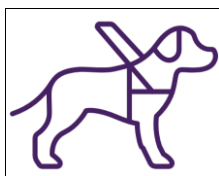


Home visits can be requested if you are housebound.

Accessible Information Support



We have **portable hearing loops** available on all sites to assist hearing



Trained assistance dogs who support patients who have disabilities and long-term conditions.



Audio, large print and braille formats for our information can be requested

BSL

We can organise British Sign Language support for all consultations.

Translation and Interpretation services are available for all languages – advance notice helps us get this organised.

Chaperones – you can request to bring a chaperone including a carer with you to your appointment. You can also ask for one of our clinical team to be a chaperone if required.

Support for patients with Learning Disabilities – we have a learning disability co-ordinator who you can contact if you would like to discuss your needs.

Reasonable Adjustments

Please let us know if you have any reasonable adjustments you would like to talk to us about in the first instance which could help you in managing your impairments when you access care with us. You can tell our clinical staff or reception team at your registration or at any appointment, or email us below and someone will get back to you to discuss:

hnyicb-voy.pmg-reasonableadjustments@nhs.net

Reasonable adjustments to support your information and communication needs will be flagged in an alert on your patient records for all our teams to see.

You can also provide consent if you want us to share your reasonable adjustments with other health and care organisations to help you if you are using more than one service.

Reasonable adjustments can include any of the following:

Vision (blindness or partial sight)

Hearing (deafness or partial hearing)

Mobility (walking short distances or climbing stairs)

Dexterity (lifting and carrying objects, or using a keyboard)

Learning or understanding or concentrating

Memory

Mental health

Stamina or breathing or fatigue

Social and/or communication differences (for example, associated with Autism and Attention Deficit Hyperactivity Disorder – ADHD)

Other (please specify)