

Accessibility

What is available to help with you 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.

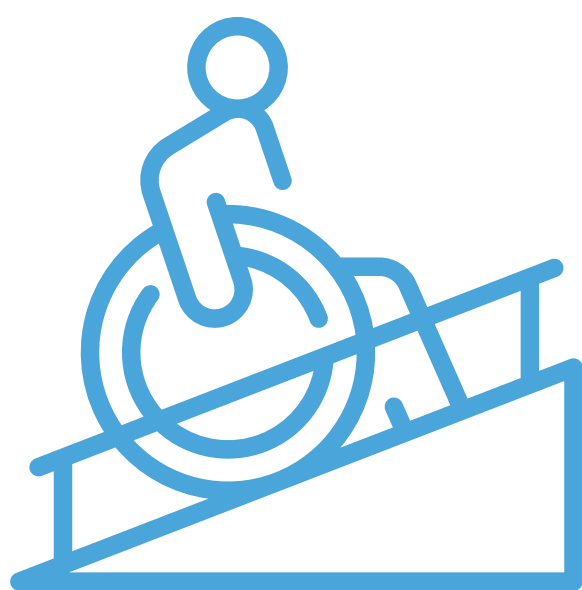
Physical Access Support



Level access

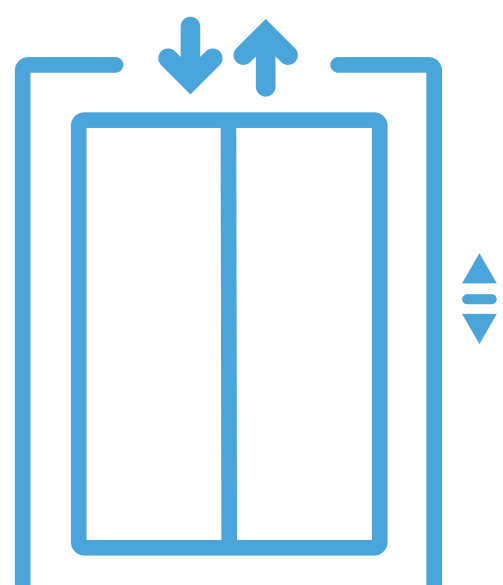
At all our surgeries except Park View.

We only have automatic doors at Priory Medical Centre, staff are available to help open the door for you at our other sites



Ramped/sloped access

At our Park View surgery only – you may need someone to support you if you are in a non-motorised wheelchair. Our staff can help.



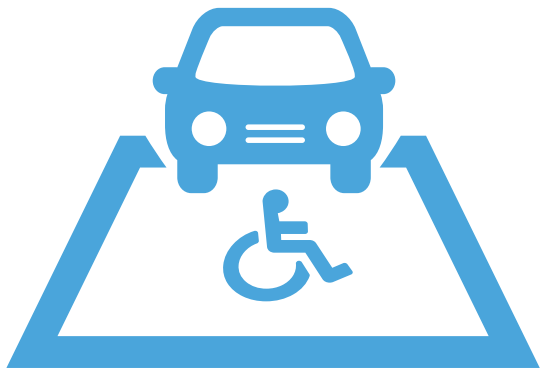
Lift available

At our Heworth Green surgery if required. All of our other surgeries only have ground floor waiting or clinical rooms.



Onsite Parking Bays

Available at all our sites and designated drop off points within 200 metres of the front door.



Blue Badge/ Accessible parking

Available at all sites.



Accessible and gender inclusive toilets

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



Home Visits

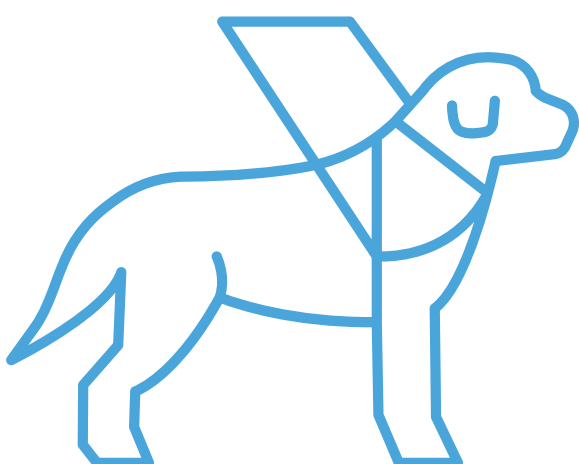
Can be requested if you are housebound.

Accessible Information Support



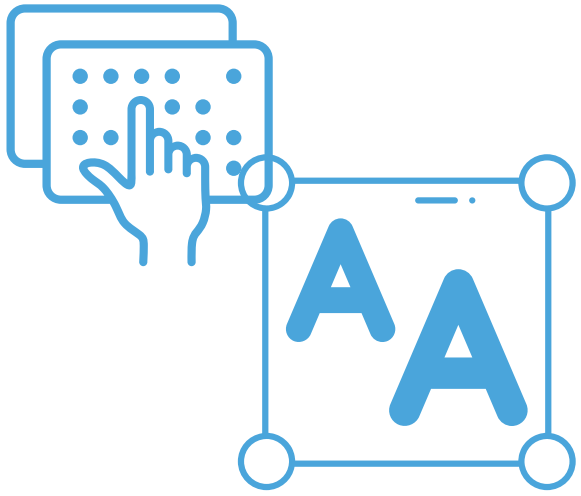
Hearing Loop

We have portable hearing loops available at all sites to assist hearing.



Trained Assistance Dogs

Who support patients with disabilities and long-term conditions.



Audio, Large print and braille
Formats of our information can be requested.

BSL

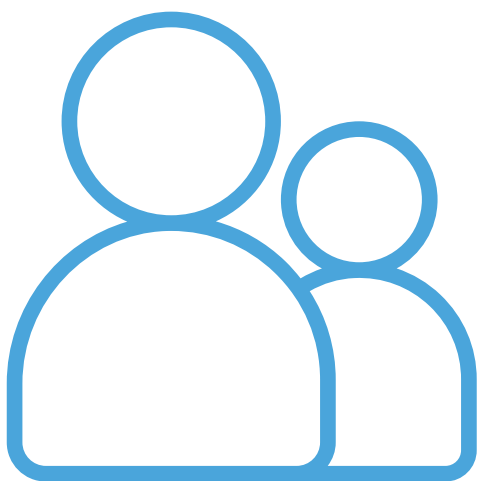
British Sign Language

We can organise British Sign Language support
for all consultations.



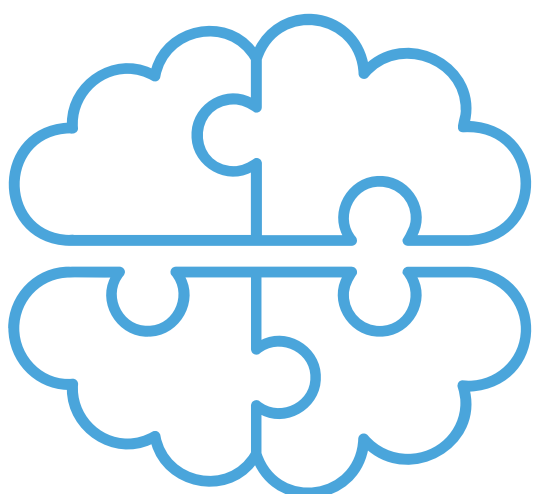
Translation and Interpretation services

Are available for all language – advanced notice
helps us to get this organised.



Chaperones

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



Support for patients with a Learning
Disability

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. We would like to know how we may be help you in managing your impairments/difficulties when you contact the surgery or come in for an appointment.

You can tell our clinical staff or reception team when registering with us or at any appointment. If you prefer, email us at the address below and someone will get back to you to discuss things further.

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)