

Dr Kulshrestha's Summerfield Family Practice

Equality Act: Operational Procedures & Policy

Document Control

A. Confidentiality Notice

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B. Document Details

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C. Document Revision and Approval History

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Equality Act - Operational Procedures

Summerfield Primary Care Centre will carry out the following audit of its facilities annually, or when significant changes are made to the medical care centre premises.

Having completed the audit and implemented all required compliance actions, the **Policy on Page 8** will be adapted and implemented.

Summerfield Primary Care Centre Equality Act Audit Checklist

Type of Building:	Public / Private / NHS
Other occupants of the Building:	Community Health Services
Audit Inspection date:	
Audit carried out by:	Mrs Shashi Kulshrestha [SK]

Parking

Is there a patient car park?	Yes
Total number of parking spaces?	61 + Staff car park at back
Total Designated Disabled Spaces?	5
Are designated spaces at least 5% of the total spaces?	Yes
Are designated spaces at least 2.5 m wide plus 1.2 m adjacent space (which may be shared with the next bay)?	Yes
Is the route from the designated space to the building obstacle free?	Yes
Does the route to the building have dropped curbs?	
Is the route to the building at least 1200 mm wide?	
Additional Comments relating to Parking	

Building Entry

Is the approach flat without a step, or ramped?	
Is the door width at least 750 mm?	
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: <ul style="list-style-type: none"> • A non-slip surface? • Width at least 1 metre? • Top and bottom landing with at least 1.2 m clear length? • Raised kerbs at least 100 mm high? • A continuous handrail on both sides if the ramp exceeds 2 m long? • A handrail 900 mm above the ramp and 1 m above the landing? • Handrail with a closed end(s)? 	No ramp into the building.
Does the entry door have: <ul style="list-style-type: none"> • 800 mm clear opening width? • 300mm leading edge clearance? • Vision panel from 900 mm to 1500 mm height? • A level threshold? • A door control 1m above the floor? • Revolving doors? • A lobby between double doors with clear wheelchair space? 	Yes Yes Yes Yes Yes No Yes

Does signage have: <ul style="list-style-type: none"> • Clear contrasting colours? • The name of the building and / or services? • A clear font? • Mixed upper and lower case characters? • Use characters at least 60 mm high (capitals)? • Sufficient illumination (natural or otherwise)? • Suitable location (e.g. not too high up)? 	 Yes Yes Yes Yes Yes Yes - clearly visible
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External Steps

Are there external steps to the building?	No
If YES do they have: <ul style="list-style-type: none"> • Non-slip surfaces? • Minimum width 1 metre? • Minimum 1.2 m 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?	No
If YES do they have: <ul style="list-style-type: none"> • A height of 900 mm above the step surface? • A height of 1 m 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 – 50 mm in diameter? • A handrail, which projects 45 mm from the wall? 	

Reception Area

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

Building Accessibility

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

Is there a lift?	Yes
If yes, does it: <ul style="list-style-type: none"> • Have a clear 1500 x 1500 landing in front of the doors? • Have doors with a clear opening width of 800 mm? • Have a car space of min. 1100 wide x 1400 long? • Have a control panel < 1200 mm high? • Have a control panel >400 mm 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? 	 Yes Yes Yes Yes Yes Ground floor Yes Yes

Toilets

If there are public toilets:	Yes
Is there a disabled toilet or one which;	Yes
• Has a min size of 1400 x 1750 mm?	Yes
• Have a door of >750 mm width?	Yes
• Have grab rails for side or forward weight transfer?	Yes
• Are the grab rails secured?	Yes
• A pull-cord alarm and a high visibility warning light have been fitted?	Yes
• A fire alarm warning light has been fitted	Yes

Action Plan (including all items requiring specific attention) & Recommendations

Fire Assembly point in Car Park
Designated GP on Call Spaces: 5

Summerfield Primary Care Centre **Disability Protocol**

Summerfield Primary Care Centre recognises the importance of the Equality Act and will take into account the difficulties that disabled people are facing, ensuring sure that people with disabilities are receiving the best service that the practice can provide.

Giving disabled people more control over their lives by:

- Promoting Quality of Life
- Promoting Equality of Opportunity
- Promoting Independent Living

The care centre undertakes an annual audit of its facilities and how they meet the requirements of the Equality Act, or when significant changes are made to the medical care centre premises.

The services to be provided are listed below:

1. Parking
2. Access to the Premises
3. Signs
4. Meets and Greet
5. Awareness of Staff
6. Provide auxiliary aids and service
7. Front line Staff Assistance
8. Toilet Facilities
9. General Environmental Aspects
10. Designated Rooms
11. Treatment Areas
12. Auxiliary Aids
13. Training
14. Fire Alarm System
15. Evacuation Procedure

1. Parking

There are designated disabled parking spaces at Summerfield Primary Care Centre Car Park. The disabled parking space is clearly marked and wider than standard parking spaces for wheelchair access. It is situated on tarmac at the front of the building and there is a lowered kerb to access the space. It is the nearest space to the front entrance to the medical centre.

Where possible, the spaces are situated away from moving cars allowing safe space to the disabled person arriving at the premises

Although the practice does not have a designated parking space for outdoor powered scooters, there is plenty of off-road space at the front of Practice for this to be parked, and allow easy access to the building. These spaces are viewable from the building for additional security.

2. Access to the premises

Summerfield Primary Care Centre building is accessible with automatic doors on arrival allowing easy access to the reception area.

The door to the Corridor to the consulting room is a fire door, therefore has to be kept closed. Staff members on reception will always be on hand to open this door when help is needed

3. Signs and patient information

Where applicable, signs are clear, bold and laminated to enable people with disabilities to read them and make their own way, if appropriate.

The Practice information leaflet will be provided in large font to enable those with visual impairment to have the same information available to them.

4. Meet and Greet

Patients who have disabilities, which require help during their visit to the care centre, will be identified by a major alert on the computer screen and patient records coded appropriately. This then activates the meet and greet policy with the health care professional will follow.

5. Awareness of staff

To ensure staff are made aware of disabled people with obvious disabilities (e.g. wheelchair users) when they have entered the building and are also aware of disabled people with non-obvious disabilities (e.g. partially sighted) when assistance is requested, by the major alert message that displays a message that the Patient they are dealing with has a disability. Signs are displayed offering assistance to all patients.

6. Provide auxiliary aids and service

All staff will adopt a flexible approach, for example letting a person with an assistance dog into the care centre or allowing people to make appointments by letter if they find it difficult to talk on the phone.

Staff will seek to provide alternative service where the usual service location is not accessible, and arrange for an alternative location to be arranged for a person who has a walking difficulty in a location nearer to the entrance.

Staff will be aware of all disabled services that the care centre has to provide and make sure disabled people know about them.

7. Front line Staff

Front line staff makes an important difference to the way services are delivered to disabled people and will adopt the following actions:

- Greet them by standing by them and not having a barrier between staff and the patient.
- Finding out discreetly about any requirements they may have (e.g. will you need any help?)
- Making themselves familiar with all aids to communication such as Loop systems and make sure that they are working on a regular basis. Magnifiers are available at the front desk for partially impaired people.
- Allowing sufficient time – a person with disabilities may take longer. Staff is instructed to give double appointment to these patients.
- Be flexible and discreet about requirements and occasionally check the comfort of the disabled service user. If in doubt, it is always better to ask.
- Always address the disabled person even if they have someone with them, unless informed otherwise.
- Avoid using complicated language or jargon, taking time to explain to them.
- Make the person aware of facilities such as nearby toilets.

- Arrange an escort if necessary, if going alone check if they know the way and give clear directions.
- Never take hold of a disabled person, find out how the disabled person wants you to assist them.
- Use an everyday tone of voice, do not shout at or patronise a disabled person.
- Ensure that disabled people are not pulled backwards in wheelchairs.

8. Toilet Facilities

A designated disabled toilet is available at Summerfield Primary Care Centre. The toilet has room for wheelchair access and manoeuvrability.

Hand basins and toilets are at the correct level and handrails and a call system to summon help are in each disabled toilet.

9. General Environmental Aspects

9.1 Lighting:

In designated areas, light switches will be at a level to be reached by wheelchair users.

Existing light switches fitted above this height will be switched on each morning before the care centre opens by a designated member of staff.

All future lighting will be implemented at wheel chair height as per the Equality Act.

9.2 Blinds:

All rooms that will be used by disabled persons will be fitted with blinds without strings to avoid direct sunlight. All windows can be opened and closed and assistance will be made available to action this.

9.3 Lifts:

The Care Centre provides all clinics on the ground floor therefore the issue of providing a lift is not necessary.

9.4 Flooring:

In designated areas, floors are covered with non-slip flooring.

Where there is a hazard, such as liquid spilt on the floor, this will be dealt with immediately, clearly coned and marked. These materials are kept in the cleaning cupboard.

9.5 Floor Space:

The reception area and corridors will be maintained clear of all obstacles to ensure manoeuvrability for wheelchair users.

9.6 Chairs:

There is a selection of chairs available, including chairs with arms for extra support. These are spread out in the patient waiting area. Armed chair is also available to patient in consulting room near couch behind the curtain to use it to sit down if needed.

9.7 Wheelchairs:

We request patients to bring their own wheelchair with them when attending the care centre.

9.8 Fold Down Counter:

There is fold-down counter available in the reception area for the use of disabled patients making it easier to fill out forms or documentation relating to their visit. The counter is at wheelchair height and easy to use. This also takes care of the dwarf patients.

9.9 Radiators:

Are painted a different colour to achieve contrast with corridor wall surfaces in the main corridors and waiting areas.

10. Designated Rooms

A designated room compliant with the Equality Act is provided for disability access. This room will be used if a patient needs a calm waiting area due to their disability causing anxiety.

11. Treatment Areas

Rooms designated areas for treatment of disabled people have a rise and fall couch, grab rails and various seating to suit the needs of the patient. Blinds are fitted to avoid direct sunlight.

12. Auxiliary aids

Aids are provided to access the service, e.g. loop systems in public (Reception) areas and at GP reception area as well. Magnifier is available for visually impaired people sign is posted.

13. Training

All existing staff will be trained on all auxiliary aids and the correct procedure to follow to comply with the Equality Act.

14. Fire Alarm System

The fire alarm system has both flashing beacons and alarm bells to alert everyone in case of a fire.

15. Evacuation Procedure

If evacuation is necessary, staff will identify and assist all disabled persons on the premises and escort them to the correct assembly point, explaining the situation and keeping them calm.

Fire Warden Trained”