

This policy describes facilities available at The Courtyard. We are committed to making our services accessible for people with disabilities and we are always working to improve facilities where possible.

It is unlawful to discriminate against people in respect of their disabilities in relation to the provision of goods and services.

## **ACCESSIBILITY POLICY**

We recognise that it is important for us a healthcare provider to ensure that our services are accessible to all patients who require treatment. As a Grade II listed building with preservation restrictions, we do have limitations on accessibility. Our promise is to continue to make our services as accessible as far as it is practicable and reasonable to do so whilst maintaining the architectural significance of the building.

## **INTRODUCTION**

The Courtyard is set over two separate buildings. The building on the left as you enter the courtyard has 2 floors, the building facing you has 4 floors. There is no lift. The practice is situated off King Street with a stone cobbled courtyard. Double gates can be opened to allow vehicular access to park at the very front of the practice where appropriate. Access to main reception, large waiting lounge and Surgery 1 is located on the ground floor with an easy access ramp for patients in wheelchairs. Appointments can be arranged where a downstairs surgery is made available. The reception desk has a hearing loop available upon request. A good amount of disabled parking can be found along Queen Street and a Free Town Bus has a stop close by. Additional surgeries are currently not accessible to people who cannot negotiate stairs.

## **OPENING TIMES**

The practice is open as follows:

Monday, Tuesday Wednesday 8.00am – 8.00pm

Thursday Friday 8.0am – 4.30pm

We do not have an NHS contract, treatment is on a fully private basis.

Telephone: 01484 910187

## **MOBILITY INFORMATION**

Stone cobbles form the main external flooring throughout the courtyard which are not flat but a wheelchair can be used with a mobile ramp to the main door and into reception with a ground floor surgery. The access routes are well lit. The practice is well signed for finding on foot.

## **RECEPTION**

Main reception is on the ground floor with hot and cold drinks available. The floor surface is natural, flat wood. The reception area is light and welcoming with space to sit if patients need to sit a little higher. There is an induction loop at the counter which is clearly signed and the practice team have had training on its use. Individual comfortable chairs are available with arm rests. There is relaxing music and candles. Adaptive pens and a range of reading glasses are available upon request.

### **AIR CONDITIONING**

All surgeries have air conditioning units to maintain a level of personal comfort during all seasons.

### **TOILET FACILITIES**

We have an accessible floor level WC. The washbasin has a lever tap and face mirror.

### **UPPER FLOORS**

The stone stairs have full length handrails to one side. There is a contrast white strip to each stair.

### **EMERGENCY EVACUATION**

The building has exits from the main door and basements. Practice staff are trained in the event of an evacuation.

**FORMULATED 16<sup>TH</sup> AUGUST 2023**