

ROOKERY MEDICAL CENTRE

DISABILITY PROTOCOL AND CHECKLIST

INTRODUCTION

This document provides the basis for the Practice in assessing the needs of its disabled patients, or those with mobility or other requirements to ensure that their access to services is, as far as practicable, maximised.

New Patients

The Practice website will contain a section for those patients with a disability outlining the facilities available at the Practice and their ease of access to the building based on the findings of the Access Audit (below).

Disabled patients will be advised on new registration that they may telephone the Practice on arrival if they require any assistance in accessing the building or its services. Staff will be trained in the appropriate way to help with wheelchairs, partially or non-sighted patients, or those with other special needs.

Training and Skills

The Practice will regularly offer courses available, for example equality and diversity or chaperoning patients, and will support staff willing to attend these.

Accessible Information Standard (NHS England)

Conforming to the Accessible Information Standard, part of the Health and Social Care Act 2012, is a requirement for practices in England. It has been put in place to ensure people who have a disability, impairment or sensory loss are able to access and understand any information or communication support they need. The practice works to ensure that patients and service users, and their carers and parents, can access and understand the information they are given.

This includes making sure that people get information in different formats if they need it, for example in large print, braille, easy read or via email. The practice will also make sure that people get any support with communication that they need, for example support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate.

The practice will:

- Ask people if they have any information or communication needs and find out how to meet their needs.
- Record those needs clearly and in a set way.
- Highlight or flag the person's file or notes so it's clear that they have information or communication needs, and how to meet those needs.
- Share information about people's communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand and receive communication support if they need it.

Patient Facilities

The Practice will:

- Provide large font Practice leaflets (when requested)
- Ensure that staff are aware that there are means to ensure that patients with hearing difficulties can communicate with doctors
- Have a hearing loop available
- Ensure signage is clear and non-obstructive
- Allow guide or other assistance dogs into the premises
- Provide a range of appropriate chairs with to assist elderly or disabled patients in standing or sitting. If these are found to be difficult to negotiate there will be chaperones available to assist
- Offer private room facilities for patients who may have communication, reading, or writing difficulties
- Provide a member of staff who will take time out to explain the facilities available at the Practice for those with sight difficulties
- Allow disabled patients to make appointments by unusual methods, e.g. text messages, online booking, or letter. The Practice will respond to these requests using the method most appropriate to the needs of the patient.

Checking and Recording

The Practice will audit its facilities on an annual basis or at significant changes to the premises (see below).

The results will be kept on the Practice's computer drive and will be available to any disabled patients who wish to see them and comment on them.

GUIDE DOGS / ASSISTANCE DOGS / HEARING DOGS POLICY

Introduction

It is unlawful for service providers to treat disabled people less favourably for a reason related to their disability, and "reasonable adjustments" for disabled people, such as providing extra help or making changes to the way they provide their services are now required. This includes adjustments to physical features of premises to overcome physical barriers to access for people with disabilities and facilitating such visitors to use services.

The nature of general practice is such that guide dog / hearing dog ("assistance" dog) access is common and desirable. The purpose of this policy is to set out a few simple principles for dogs on the premises. It is not intended to cover the use of assistance dogs in relation to employees of the practice, which would encompass a wider range of disability employment law considerations.

General Considerations

- The practice welcomes assistance dogs. This includes dogs in training where a "walker" is in control of the dog rather than a disabled owner.
- The practice will manage the presence of assistance dogs without recourse to the owner and will pay particular attention to infection control and housekeeping whilst dogs are on the premises
- Physical contact with a dog by clinical staff will be resisted during consultations or examinations, and whilst a general surgery is in progress
- Hand washing or alcohol hand gel will be used by staff after any physical contact with a dog, whether during a consultation or not
- Care will be taken by clinical staff to identify other patients in the surgery list for that session who have been identified as potentially being adverse clinically to the presence of dogs. This will include patients who:
 - are allergic to dogs
 - are immunosuppressed
 - are phobic to dogs
 - have another medical reason.Consideration will be given to allowing them to wait, or be seen, in an alternative room.
- Cleaning staff will be advised to pay particular attention to a room known to have accommodated a dog that day
- In the event of an incident involving a dog, a significant event record will be created where necessary.
- Owners of assistance dogs will be given the opportunity to "tour" the practice and the grounds with their assistance dog.

As part of the high level of training an assistance dog receives, there are unlikely to be any incidents giving rise to special concern, and the following aspects of these dogs on the premises are likely to be standard behaviour for these animals:

- Dog will remain on a lead and in close contact with the owner
- The dog will usually lie quietly with the owner when waiting to see a clinician and is trained to behave well in public places
- Dog is unlikely to foul any area not within its usual habit and is trained to go to toilet on command, and will be well-groomed (minimal loose hair)
- The dog will be in good health, physically fit, with vaccinations and care programme up to date
- The dog will wear a special identifying harness and collar tag

RESOURCES

[Equality and Human rights Commission - Making reasonable adjustments](#)
[NHS England Guidance on reasonable adjustments](#)

The **Access Checklist** starts on the next page >>>

Access Checklist: Questions below based on an affirmative answer being the desired situation

Name of Practice	ROOKERY MEDICAL PARTNERSHIP
Type of Building	FIRST FLOOR MEDICAL CENTRE
Address	ROOKERY HOUSE, NEWMARKET CB8 8NW
Other Occupants	N/A
Inspected by:	S BURLEY, PRACTICE MANAGER
Inspection date:	12/05/2026

Parking

Is there a patient car park?	NOT FOR SURGERY BUT CLOSE BY FOR GENERAL USE OF THOSE ATTENDING THE PRACTICE OR USING THE SHOPPING CENTRE
Total parking spaces	N/A
Total Designated Disabled Spaces	N/A
Are designated spaces at least 5% of the total spaces?	N/A
Are designated spaces at least 2.5m wide plus 1.2m adjacent space (which may be shared with the next bay)	N/A
Is the route from the designated space to the building obstacle free?	N/A
Does the route to the building have dropped curbs?	N/A
Is the route to the building at least 1200mm wide?	YES
Additional Comments relating to Parking	ON REQUEST ADDITIONAL DISABLED PARKING CAN BE ARRANGED IN THE STAFF PARKING AREAS

Building Entry

Is the approach flat without a step, or ramped?	YES
Is the door width at least 750mm	YES
Is there an automatic opening facility on the door or the means to call for assistance?	YES
Is there a sign in clear print to identify the building?	YES
Does any ramp have: <ul style="list-style-type: none"> • a non-slip surface • width at least 1metre • top and bottom landing with at least 1.2m clear length • raised kerbs at least 100mm high • a continuous handrail on both sides if the ramp exceeds 2m long • a handrail 900mm above the ramp and 1m above the landing 	NO RAMP REQUIRED

<ul style="list-style-type: none"> • handrail with a closed end(s) 	
<p>Does the entry door have:</p> <ul style="list-style-type: none"> • 800mm clear opening width • 300mm leading edge clearance • Vision panel from 900mm to 1500mm height • A level threshold • A door control 1m above the floor • Revolving doors? • A lobby between double doors with clear wheelchair space 	<p>YES YES NO: VISION PANELS HIGHER AND LOWER THAN THIS YES NO NO YES</p>
<p>Does signage have:</p> <ul style="list-style-type: none"> • Clear contrasting colours • The name of the building and / or services • Have a clear font • Have mixed upper- and lower-case characters • Use characters at least 60mm high (capitals) • Sufficient illumination (natural or otherwise) • Suitable location (e.g. not too high up) 	<p>YES YES YES YES NO YES YES</p>

External Steps

Are there external steps to the building?	YES (BUT WITHIN SHOPPING CENTRE)
<p>If YES do they have:</p> <ul style="list-style-type: none"> • None slip surfaces • Minimum width 1 metre • Minimum 1.2m between landings • Landings clear of swinging doors • A uniform rise in the steps • A handrail on both sides if more than 2 steps 	<p>YES YES YES YES YES YES</p>
Are there Handrails?	YES
<p>If YES do they have:</p> <ul style="list-style-type: none"> • A height of 900mm above the step surface • A height of 1m 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 – 50mm in diameter • A handrail which projects 45mm from the wall 	<p>YES YES YES YES WIDER NO 40MM</p>

Reception Area

<p>Is there a Reception sign? Is it in clear font and visible to wheelchair users?</p>	<p>YES YES WE ALSO HAVE A TABLE AREA WHICH IS LOWER FOR DISABLED PATIENTS TO COMPLETE FORMS</p>
Does the reception desk have a surface < 800mm high?	NO – SLIGHTLY HIGHER AT 900MM
<p>Is there an induction loop? Are Loop signs clearly displayed?</p>	<p>YES YES</p>
Is there a portable induction loop?	YES
Is there a 400mm reception desk overhang?	NO
Is the lowest part of the desk at least 900mm wide?	YES

Building Accessibility

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

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 800mm • Have a car space of min. 1100 wide x 1400 long? • Have a control panel < 1200mm high? • Have a control panel >400mm 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 YES NO

Toilets

If there are public toilets: Is there a disabled toilet or one which; <ul style="list-style-type: none"> • Has a min size of 1400 x 1750mm? • Have a door of >750mm width? • Have grabrails for side or forward weight transfer? • Are the grabrails secure? 	TOILET MEETS DDA ACT REQUIREMENTS YES NO SIDE ONLY YES
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Items Required Attention / Recommendations

<p>THE ROOKERY MEDICAL CENTRE IS SITUATED WITHIN A BUILDING WHERE THE ENTRANCE IS SHARED AND MANAGED BY AN EXTERNAL COMPANY THEREFORE THE ACCESS E.G. STAIRS AND LIFTS CANNOT BE CHANGED.</p> <p>IMPROVEMENTS IN THE SIGNAGE HAVE BEEN PROVIDED AS PART OF THE LANDLORD'S REDECORATION OF THE CENTRE IN APRIL 2021 AND HAVE MADE THE ACCESS TO THE PRACTICE FROM GROUND LEVEL EASIER TO NAVIGATE. THE REST OF THE SIGNAGE WITHIN THE PRACTICE HAS BEEN REPLACED OVER THE PAST 5 YEARS SO THAT IT IS NOW 'DEMENTIA – FRIENDLY'. THIS MEANS IT IS NOW IN A MUCH LARGER FONT THAT IS MUCH EASIER TO READ. THE PRACTICE ALSO HAD A COMMUNITY ENGAGEMENT OFFICER FROM 'DEMENTIA TOGETHER' AUDIT THE PRACTICE IN NOVEMBER 2021 AND ALL OF THE RECOMMENDATIONS FROM THIS HAVE BEEN IMPLEMENTED.</p> <p>THE TOILET MEETS DISABLED ACCESS REQUIREMENTS AND ASSISTANCE FROM STAFF IS ALWAYS AVAILABLE SHOULD IT BE NEEDED.</p>
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Audit completed by: Scott Burley

Date: 12th May 2026