

## Disability Access Policy

The practice is committed to complying with the relevant regulations, legislation and the GDC Standards to provide caring and inclusive environment for all patients. For the purpose of this policy, the term 'disability' may include physical and sensory impairments, learning disabilities, chronic or terminal illness and use of mental health services. People are protected from unlawful discrimination through the application of our policies and procedures.

The practice has made reasonable adjustments to the facilities, policies, procedures, communication, signage and team members' training to provide access to our services. Practice information is available in alternative formats including large print [audiocassette, CD and in Braille]. [Patients with hearing aids are provided with an induction loop]. If the adjustments are not sufficient to treat a patient safely, they are referred to a practice that can provide this service.

This policy applies to all team members including: employees both full and part-time, self-employed personnel, trainees, subcontractors, casual and agency staff.

Team members receive training in procedures relevant and important to people with a disability and strive to use language that is easy to understand and meets the needs of all patients.

When communicating with patients who have a disability, team members:

- Ask everyone about their requirements in advance 'Please let me know if you require any particular assistance' and must be able to respond accordingly
- Do not patronise, make assumptions or think they know best
- Are ready to offer assistance, but never impose it
- Are prepared as necessary to :
  - Sit or bend down to talk to a person at his or her eye level
  - Offer a seat or help with doors
  - Let the person take their arm for guidance or support
  - Offer the use of equipment, e.g. a clipboard as an alternative writing surface
  - Use appropriate ways of communicating, e.g. writing notes if someone finds speech difficult to understand
  - Be courteous, patient and always talk to a disabled person directly, never through his or her companion; never shout or call attention to anyone; never compromise the person's right to privacy or confidentiality; check to make sure they have been understood

### Patients

The practice and its staff will not treat a disabled person less favorably than another person because of a disability. Less favorable treatment includes

- Refusing to treat a disabled patient
- Giving a disabled patient a lower standard of service or treating him or her in a worse manner than an able-bodied patient
- Offering a disabled patient less favourable terms.

The following exceptions may occur when, in the dentist's opinion

- Health and safety reasons exist where either the patient or someone else would come to some harm if the dentist did not refuse treatment
- A disabled patient is unable to understand that treatment must be paid for, where appropriate
- The situation would mean negating or no longer providing the service
- Greater expense would be involved in providing a special service for a disabled patient.

The practice will do its best to modify or remove policies, practices and procedures that make it very difficult or impossible for a disabled patient to use the practice.

### **Employees**

The practice

- Will not unjustifiably treat a disabled employee less favourably for a reason that relates to a disability.
- Will comply with a duty of reasonable adjustment to any physical feature of the premises or to working arrangements unless the adjustment would be of no substantial benefit.

The practice will not discriminate against a disabled person

- In the arrangements made for determining who should be offered employment
- In the terms on which the disabled person is offered employment
- By refusing to offer or deliberately not offering the disabled person employment
- In the opportunities that are afforded to an employee for promotion, a transfer, training or receiving any other benefits
- By refusing to afford, or deliberately not affording, any such opportunity
- By dismissal or any other detriment.

The practice always welcomes views and suggestions on how services or access can be improved.

This policy should be read in conjunction with Equality, Dignity and Human Rights Policy (M 233-EQD), Disability Rights under the Equality Act (M 285) and The Human Rights Act and the Equality Act (M 236).