

Accessibility

checklist for GP

surgeries

Ensure that your practice meets people's accessibility requirements.

Accessibility checklist

Developed by Healthwatch Slough, this checklist will help you make sure that your practice is accessible.

Whilst budget and space are often issues when making large scale changes there are a number of 'quick fixes' that surgeries can easily implement to improve patient experience.

Checklist item	Yes/No	Additional notes
Outside space		
Approach by road - is the surface smooth from nearest bus stop/road?		
Disabled parking - is there adequate space for a disabled person to exit car safely; spaces should rep 5% of the population served?		
Is the slope going towards entrance 3m?		
Is there a handrail on each side of slope?		
Does the entrance have a 1m turning circle and 36inch door width?		
Is there a low threshold floor bar at entrance?		
Is the route from the entrance to the surgery obstacle free?		
Toilets		
Is the signage for disabled toilets at eye level?		
Does the toilet have 36inch door and 1m turning circle?		
Is there adequate leg space under sink?		
Is there a caution sign for very hot water?		
Does the surgery have a falls procedure?		
Are the hygiene products at a suitable height?		
Signage		
Are the fire exits accessible by wheelchair?		
Is there LED signage/clear microphone for signalling patients?		

Communication		
Is there a hearing loop?		
Is information available in alternative formats, such as large print or braille?		
Is there a quiet space/buzzer system for those with sensory overload?		
Is the counter height accessible to wheelchairs?		
Do people have access to a BSL interpreter at their appointment?		