

Do you have a disability or additional needs?

Making the most of your visit to the surgery

Easy information about your health:

We can provide accessible information about how and when appointments are available and how to get prescriptions or access services.

Somewhere quiet to wait:

If you need somewhere quiet to wait for your appointment please speak to Reception who can organise another room for you to wait in, alternatively if you would prefer to wait outside & be called in, this is fine too but please let Reception know that you are doing this.

Seeing the same doctor:

If you prefer to see the same doctor when you visit the Surgery, we will try to accommodate this if at all possible but we do recognise that in an emergency this may not be possible.

Appointments:

If an earlier/later appointment or longer appointment would be beneficial then we can try to accommodate this also.

Visiting the Surgery before your appointment:

If visiting the Surgery before your appointment would help with any worries you may have, we can organise this for you too. Please ask at Reception about being able to have a tour of the Surgery or of a doctor's consultation room prior to your appointment.

Communication

Do you have a disability, impairment or sensory loss and need to receive information from us in a way you can easily understand? Please let us know if you need documents in large print, if you are hearing impaired, if you need a translator or other support such as British Sign Language.