

Reasonable Adjustments Patient Policy

Bridge House Medical Practice

1. Our commitment to you

We want everyone to be able to access our services fairly and comfortably.

If you have a disability, impairment, sensory loss or communication need, you may need a **reasonable adjustment** to help you access our services.

We will work with you to understand what support you need and will do our best to provide appropriate adjustments.

You do not need to have a formal diagnosis to ask us about a reasonable adjustment.

2. What is a reasonable adjustment?

A reasonable adjustment is a change we can make to the way we provide our services to help remove a barrier caused by a disability or impairment.

Everyone's needs are different, so we will consider reasonable adjustments on an individual basis.

Examples include:

- Longer appointments where you need more time.
- A quieter or alternative place to wait.
- Being contacted when the clinician is ready rather than waiting in the waiting room.
- Information in large print, easy read or another accessible format.
- Information in plain English.
- Additional time to communicate or process information.
- A British Sign Language interpreter or other communication support where required.
- Being able to use a communication aid.
- Alternative ways of contacting the Practice.
- Having a carer, advocate or appropriate representative involved in your care.
- An accessible consultation room.
- Reasonable changes to appointment arrangements.
- Other changes that help you access our services.

This list is not exhaustive. If you have a particular need, please tell us and we will consider how we can help.

3. Who can ask for a reasonable adjustment?

You can ask for a reasonable adjustment if you have a disability, impairment or sensory or communication need that makes it harder for you to access or use our services.

This may include people with:

- Physical disabilities.
- Learning disabilities.
- Autism.
- Visual or hearing impairments.

- Communication difficulties.
- Cognitive difficulties.
- Certain mental health conditions.
- Neurological conditions.
- Other long-term conditions or impairments.

You do not need to use the word "disabled" or provide proof of your condition before we consider your request.

4. How can I request an adjustment?

You can ask for a reasonable adjustment:

- When registering with the Practice.
- When booking an appointment.
- When contacting the Practice.
- During an appointment.
- By speaking to a member of staff.
- By asking a carer, advocate or representative to contact us on your behalf, where appropriate.

You can simply tell us:

"I need a reasonable adjustment."

You can then explain what would make it easier for you to access our services.

For example:

"I find it difficult to wait in a busy waiting room. Could I wait somewhere quieter or be contacted when the clinician is ready?"

5. Recording your needs

With your agreement, we can record your reasonable adjustment needs in your medical record.

This means that Practice staff can see what support you need and you should not have to explain the same requirement every time you contact us.

Where appropriate, your reasonable adjustment information may also be recorded using the **Reasonable Adjustment Digital Flag**. This allows relevant NHS and publicly funded health and care services to identify and support your reasonable adjustment needs.

You can tell us if your needs change or if you no longer require an adjustment.

6. Sharing your information

Your reasonable adjustment information may be shared with relevant NHS and publicly funded health and care services where this is needed to support your care.

You can tell us if you do not want this information to be shared, and we will explain what this means.

Your information will be handled in accordance with data protection and confidentiality requirements.

7. Accessible information

If you have difficulty seeing, hearing, understanding or communicating information, please tell us.

We can consider providing information in an alternative format, such as:

- Large print.
- Easy read.
- Plain English.
- Electronic format.
- Audio.
- Braille where required.
- British Sign Language or other appropriate communication support.

If you need information in a particular format, please let us know.

8. Appointments and waiting

We understand that some patients may find standard appointment or waiting arrangements difficult.

Where appropriate, we may be able to make adjustments such as:

- Providing a longer appointment.
- Allowing additional time for communication.
- Offering a quieter place to wait.
- Contacting you when the clinician is ready.
- Making other reasonable changes to appointment arrangements.

A reasonable adjustment does not automatically mean that you will receive an urgent or same-day appointment. Clinical urgency will always be assessed appropriately.

9. If we cannot provide the adjustment, you request

We will make every reasonable effort to meet your needs.

Sometimes a particular adjustment may not be possible. If this happens, we will explain why and consider whether another adjustment could help you access our services.

If you are unhappy with the response, you can speak to the **Practice Manager** or use our usual complaints procedure.

We can also make reasonable adjustments to our complaints process to help you raise a concern.

10. Tell us what works for you

We do not want to make assumptions about what you need.

If something makes it difficult for you to access or use our services, please tell us. We will work with you to find a reasonable solution wherever possible.

If you need a reasonable adjustment, please speak to a member of the Practice team.

Practice contact: 0208 482 9697 / Bridgehouse.reception@nhs.net

Practice Manager: Rilwan Kuku – Practice Business Manager

Telephone: 0208 482 9697

www.bridgehouselondon.nhs.uk

Practice website: www.bridgehouselondon.nhs.uk

Our aim

We want every patient to be able to access our services with dignity, respect and as few barriers as possible.

AUDIT					
Reviewed By:	Rilwan Kuku	Date of Review:	28/09/2026	Date of Next Review:	September 2027
CQC					
SAFE	KLOE S1				