

ACCESS AUDIT REVIEW

Locking Hill Surgery

Date: 21/03/2019

Assessor: Christian Drewitt, Molly Parker and Tasha Overall

Parking

There is limited parking at the surgery with no disabled bays. When I arrived the car park was full so I parked in Merrywalks car park which is about a 10 minute walk away. However, there are two disabled bays at the top of Lansdown Road which is about 150 yards from the surgery. Both routes could be challenging for people with limited mobility due to there being a steep decline towards the surgery on Locking Hill road and a steep incline through the shopping centre.

Entrance

The car park is on a different level to the reception and access can be gained via steps with a bannister to aid with stability. Alternatively, there is a sidewalk along Locking Hill road with a steep incline.

There is a clear entrance with double electric doors which takes you into a reception area with two seats and room for a wheelchair.

There is a self-check-in monitor immediately to your left when entering the building which was out of order on my visit, however it is too high for wheelchair users or people of smaller stature.

To the right is the reception point where a wheelchair user or person of smaller stature would be able to get the attention of the receptionist, however the counter was quite high.

Hearing loop

There is a portable hearing loop which is kept behind the reception that has been tested and works. The confidentiality of the loop has also been tested and the conversation from the waiting room couldn't be heard. There is sufficient signage on the entrance and in the reception area.

Male accessible toilet

There is both male and female accessible toilets in the reception area with clear signage.

The dimensions of the room for the male accessible toilet meets minimum requirements meaning it is easy to turn around in and there is space for an assistant. However, the width of doorway is below minimum requirements at 720mm. The door is lightweight with an easy to use lock, however there is no coat hook on the inside. There is an emergency pull cord situated next to the sink which would not be within reach from the toilet. The sink and soap dispenser are at a suitable height for a wheelchair user or person of smaller stature, however the hand dryer is too high. There is no handrail on the wall next to the toilet meaning a transfer would be difficult and the handrail on the door is too high at 1250mm.

Female accessible toilet

The dimensions of the room for the female disabled toilet is slightly under minimum requirements however there is space for a wheelchair and an assistant. The doorway is just short of minimum requirements with a width of 920mm. The door is lightweight with an easy to use lock, however there is no coat hook on the inside. There is an emergency pull cord situated next to the toilet which only had one pull ring and was 440mm off the ground which is too high. The sink and soap dispenser are at a suitable height for a wheelchair user or person of smaller stature and the handrail is at a suitable height. There are sufficient handrails at the toilet for easy transfer.

Waiting area

There is easy access around the waiting area and plenty of space to manoeuvre a wheelchair with ease. There is a table with leaflets on which is at a lowered height. There is good lighting and it was a peaceful environment during my visit and there is clear signage into the waiting area and then into the consultation rooms.

Consultation rooms

The hallway to the consultation rooms is narrow, measuring 960mm and the doorway into the largest doctor's room is 870mm wide. There is a sharp bend on the entrance to the largest doctor's consultation room which would make entry difficult for larger wheelchairs. The room was large enough to fit a wheelchair user and assistant, with plenty of space to manoeuvre.

I couldn't gain access to all the rooms due to them being in use, however I was advised that staff would know to prearrange a larger consultation room when required.

Offices

I also briefly looked around the office space for staff members, situated downstairs. The offices were not fit for purpose for a wheelchair user that may work there, making it a non-inclusive environment.

Staff training

I was warmly welcomed by the Practice Manager, Jenny who is aware of the accessibility issues and keen to take recommendations on board to create an inclusive environment. All staff were polite and friendly making patients feel comfortable. Despite the physical access issues the staff were accommodating, making it an all-round positive experience.

The surgery will accommodate you to your particular requirements, if you are unable to get into the surgery because of the access issues then a home visit may be arranged.

If the surgery is aware you have a hearing impairment the doctor or nurse will come to collect you from the waiting area.