

Policy at P.R.Jones and Associates for providing fair and accessible care and employment

We build our services to respond effectively and efficiently to patients' needs. Our priority is to promote equality, diversity and human rights, to this end our team has been trained to take all reasonable actions to cater for patients with specific needs, including those with disabilities so they will:-

1. Interact comfortably with all people
2. Never patronise, or assume they know best
3. offer assistance but not impose it
4. ask if patients have a specific requirement and provide a sensible response
5. ensure that conversations with young, or disabled people are carried out at their eye level
6. offer a seat or help with the door
7. offer their arm for support or guidance if required
8. adapt means of communication to ensure effective message delivery
9. talk to the patient directly and not solely through their companion
10. respect the patient's privacy and confidentiality, and never compromise this right

We ask patients in advance if they have any particular requirements and we incorporate requests for adjustments into practice procedures.

We record new or unmet requests and this is raised at practice meetings and any requests are considered.

We have a disability policy and a patient's ethnicity is recorded so that services can be designed to meet the needs of the practice population.

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