

# Madeira Medical

## Reasonable Adjustment Policy

**Objective:** To improve and record methods of communication with the Practice for all patients with learning disabilities or impairments recognised under the Equality Act (2010)

### Introduction

Madeira medical endeavours to provide high quality patient services. This policy details what a reasonable adjustment is and our responsibility and considerations when reviewing your request.

We will take all reasonable steps to ensure we are compliant with the Equality & Diversity regulations and legislation.

This policy confirms our process for considering patient requests for reasonable adjustments and our commitment to improving accessibility for all our patients. In addition to detailing some of the basic principles of our legal duties to provide reasonable adjustments.

### What is reasonable adjustment?

- A reasonable adjustment is a change to the way we do things to ensure all patients have access to our services.

An example of this is

- Providing longer appointment time to support patients with learning disabilities or impairments to give more time for discussion and understanding.

- Providing an interpreter to overcome language barriers, or other equipment to amplify hearing
- Providing alternative methods of communication, i.e email or text.
- Providing appropriate environments to support patients with sensory issues.
- We will discuss requirements with patients with the intention of reaching agreement on what reasonable adjustments can be implemented.

## **Legal duties in relation to disabled people**

The Equality Act 2010 requires us to provide reasonable adjustments for disabled patients – defined by the Act to those with physical or mental impairment which has a substantial and long- term adverse effect on that person’s ability to carry out normal day-to-day activities.

### **Duty to make reasonable adjustments as a service provider**

As a service provider, we have a duty to make reasonable adjustments if the services we provide places a disabled person at a “substantial disadvantage” compared to a person with no disabilities. Our aim is to consider what reasonable adjustments can be made to remove any disadvantage.

### **Requesting reasonable adjustments**

To request a reasonable adjustment you can ask in person at reception, call in or request via the website

To ensure patients are aware we can provide reasonable adjustments, we will:

- Ask patients if they require any reasonable adjustments over the telephone.
- Ask patients opportunistically during consultations.
- Inform patients via posters displayed at the practice.

## **What types of reasonable adjustments can we offer**

Reasonable adjustment requests will be considered individually. There are already reasonable adjustments in place to support patients:

- Online triage service – patients are able to complete a request for clinical and non- clinical issues online
- Offering longer appointment time for those with learning disability or mental health problems
- Offering preferred appointment time of day
- Providing an interpreter / sign language
- Providing video consultations
- Providing sound amplifier during face to face appointments
- Communicating via email (consent required)
- Communicating via text (consent required)
- Providing documents with larger font size

## **Responding to reasonable adjustment requests**

We will endeavour to respond to reasonable requests as soon as possible. With regards to complex requests, we will aim to work with you to agree a reasonable adjustment to overcome the issue.

## **How to decide what is reasonable**

We will consider if the request will overcome the difficulty. How practical it is to implement the adjustment and whether there are resources available in terms of cost.

## **Recording and monitoring**

Reasonable Adjustments will be recorded in patient records to trigger alert flags reminding staff of the patient's reasonable adjustments.

All staff are responsible for asking patients if they have any reasonable adjustments and updating the records accordingly. This applies to new patients and monitoring of existing patients.

## **Sharing your reasonable adjustments with other healthcare providers**

The NHS has introduced the Reasonable Adjustments Digital Flag tool. This enables practices to record patients' reasonable adjustments using an approved NHS template with an option to share with other healthcare providers upon consent from the patient to do so.

Your consent will enable other healthcare providers to offer the agreed reasonable adjustment when you attend other health related appointments for example at the hospital.