

SABDEN AND WHALLEY MEDICAL GROUP

42 King Street, Whalley, Clitheroe, BB7 9SL

Tel: 01254 287100 Fax: 01254 287118

www.whalleysurgery.nhs.uk

Vat Reg No: 8786519-59

*Dr CJ Brown, Dr CM Dalton, Dr A Green, Dr P Chennubhotla, Dr R Thornber
Salaried GPs –Dr M Onrust, Dr J Hindle, Dr A Chamberlain, Dr G Sethi, Dr R Khatri*

Dear patient/parent or guardian

We understand that if you have a disability or learning difficulty, it might be difficult to get the right help in the NHS or social care. But if we make some changes to help you, these changes can make things better for you. These changes are called Reasonable adjustments. If you need Reasonable Adjustments, we really want to make sure that you do everything we can to make those changes for you. To do that, we need to know what changes you might need, as these will be different for every person.

We would like to know if you need any Reasonable Adjustments and, if you do, what they are. We would also like to, if it is okay to put these on your records here at the practice. This way, everyone in our team can know what you might need.

We also want to ask if it is okay to share our adjustments with other teams in the NHS or social care. This will help them know what changes (reasonable adjustments) you might need when you see them.

Reasonable adjustments can include but are not limited to:

Larger text size. Taking more to put you at ease, giving you written appointments not text messages, helping you complete NHS form or space or an assistance dog.

Sharing these with other professionals who care for you can be important.

For example, if you need space for an assistance dog and have an appointment somewhere else, they will know to have a room with extra space before you arrive.

Telling people about a problem can sometimes feel hard, however allowing us to share any reasonable adjustments means that you should only need to tell the NHS once.

As your need's changes over time, so can your reasonable adjustments

For example, you might need a larger text size now, but in the future, you might prefer us to read things to you over the telephone or tell you face to face.

You can have more than one reasonable adjustment and you can change your mind at any time, so we can make your adjustments more suited to you.

If you feel that you might need reasonable adjustments, please fill in the form with this letter and return it to the practice.

Yours sincerely

Dannielle Leech

Administrator.



Name:


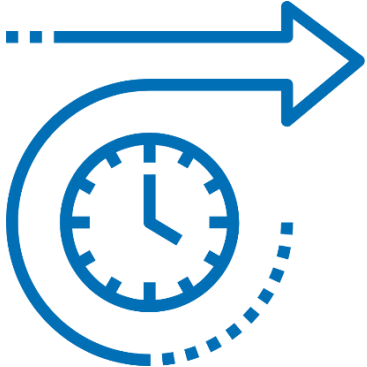

Date of Birth:

Address:

We are contacting you to make sure we are doing everything we can to make it easy for you to access health services. This may mean we need to make a reasonable adjustment for you. A reasonable adjustment is a small change we can make to make your health check, annual review, or other appointments easier for you. You can tell us about you or any reasonable adjustments you think would be helpful below.

Please **circle** your answers

| | |
|---|---|
| Do you need us to communicate with you in a particular way? For example:language interpreter |  |
| Yes No I don't know | |
| Comments: | |
| Do you need information in easy read or large print? (Please specify a font and type) |  |
| Yes No I don't know | |
| Comments: | |

| | |
|---|---|
| <p>Do you want us to communicate with your family, friend or carers who give you support? If yes, please add their name and phone number</p> |  |
| <p>Yes No I don't know</p> | |
| <p>Comments:</p> | |
| <p>Do you need a longer appointment?</p> |  |
| <p>Yes No I don't know</p> | |
| <p>Comments:</p> | |
| <p>Do you need an appointment at a particular time based on things such as carer availability?</p> |  |
| <p>Yes No I don't know Please give examples of suitable times</p> | |
| <p>Comments:</p> | |

| | |
|--|--|
| <p>Do you have any other reasonable adjustments that would help you to attend appointments?</p> | |
| <p>Yes No I don't know</p> | |

Comments:



Thank you for completing our questionnaire.