

Reasonable Adjustments – How We Can Support You

At Littleton Surgery, we want all our patients to be able to access our services in a way that works for them.

Some people may need reasonable adjustments because of a disability, health condition, sensory or communication need, learning disability, neurodivergence, or mental health condition. Reasonable adjustments help remove barriers and make care fair and accessible.

What are reasonable adjustments?

Reasonable adjustments are changes we can make to help you use our services more easily. These might include:

- Longer or double appointments
- Flexible or priority appointment times
- Appointment reminders in a different format
- Easy-read, large-print, or alternative written information
- British Sign Language (BSL) interpreters or translation support
- Quieter waiting areas or reduced waiting times where possible
- Support with communication
- Wheelchair access or home visits where appropriate

This list is not exhaustive — adjustments are based on individual needs.

How to tell us what you need

You can let us know about your reasonable adjustment needs at any time by:

- Telling reception staff in person or by phone
- Letting us know when you register with the practice
- Asking a carer, family member, or support worker to tell us
- Informing a clinician during an appointment

Your needs can be updated at any time if your circumstances change.

What we do with this information

- We record reasonable adjustment needs securely in your medical record
- A flag is added to alert staff, so adjustments can be considered when booking appointments or providing care
- Where appropriate, this information may be shared securely with other NHS services to support you across the wider healthcare system

Your rights

You have the right to reasonable adjustments under **the Equality Act 2010**. We will always involve you in decisions about what support works best for you.

Feedback

If you feel your needs are not being met, or if you have suggestions about how we can improve accessibility, we welcome your feedback. This helps us improve our services for everyone.

If you think you may need reasonable adjustments, please let us know — we're here to help.