

The Grove Medical Centre

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Dear Patient,

Reasonable Adjustment

As a community health service provider, GPs have a duty of care to make reasonable adjustments for people with physical and mental conditions which might be treated as a disability under the Equality Act. This depends on the effect they have on an individual's daily life, for example:

- Difficulties with sight or hearing
- Conditions where the effects vary over time or come in episodes, such as osteoarthritis, rheumatoid arthritis, myalgic encephalomyelitis (ME)
- Progressive conditions such as motor neurone disease, muscular dystrophy and forms of dementia.
- Conditions which affect certain organs such as ischaemic heart disease, asthma and stroke
- People with a learning disability
- Learning difficulties such as dyslexia and dyspraxia
- Autistic spectrum disorders
- Mental health conditions – for example, depression, schizophrenia, bipolar, affective disorders, eating disorders, obsessive compulsive disorders
- Impairments due to injury to the body or brain
- Epilepsy

Reasonable adjustments may be things like:

- Making sure there is a good access for people who use a wheelchair in GP surgeries and hospitals
- Providing plain English or easy read appointment letters
- Giving someone a priority appointment if they find it difficult waiting in their GP surgery or hospital
- Offering a longer appointment if someone needs more time with a doctor or nurse to make sure they understand the information they are given

- Having a quiet space available for people waiting for their appointment
- Making sure there is a hearing loop system in consultation rooms
- Making sure you fill in information about the appointment if a person has a hospital or health and care passport
- Ensure there is access to a British Sign Language (BSL) interpreter to support at appointments or an internet video-link that could be used with BSL interpretation remotely
- Using a communication chart to support a person with dementia during an appointment

If you feel you have a reasonable adjustment and give consent kindly let us know so that we can add this to your records. Once updated, this will then be available to health and social care services to make them aware of your needs.

Kind Regards

On behalf of the Partners at the Grove Medical Centre