



Dear Patient

**Can we make your healthcare easier for you?**

We understand that if you have a disability or something that makes it hard for you, it might be difficult to get the right help in the NHS or social care. But if we make some changes to help you, it can make things better for you. These changes are called Reasonable Adjustments.

If you need Reasonable Adjustments, we really want to make sure that we 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.

**Reasonable adjustments can include:**

Larger text size. Helping you fill in NHS forms. Space for a guide dog.

This is not all of them, Reasonable Adjustments can be as unique as you are.

Telling people about a problem can sometimes feel hard. Allowing us to share any Reasonable Adjustments means you should only need to tell the NHS once.

**As your needs change over time so can your Reasonable Adjustments.**

For example, you might need a larger text size now. In the future you might prefer us to read things to you over the telephone or tell you face to face. You might find you need home visits in a few years.

You can have more than one Reasonable Adjustment. You can change your mind if you don't like it. We will stop using one if you ask.

We can change a Reasonable Adjustments

If you feel that you might need Reasonable Adjustments please let one of our team know or complete an admin form on the website.

Yours Sincerely

The Team at Hersham Surgery

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