

## **Disability Wales**

### **10 things GP's & surgeries can do to improve their service for disabled people**

1. Provide an online appointment booking facility in addition to the telephone service
2. Provide visual and audio call systems in surgeries
3. Provide Disability Equality Training for all members of staff – GP's and frontline staff
4. Allow more time in consulting room if patient has speech impairment or is deaf
5. Ask people what they need to make their 'consulting experience' easier
6. Adopt larger print/font style i.e. Arial 14pt for letters and prescriptions
7. Provide information in alternative formats i.e. Braille, audio, large print, easy read
8. When redecorating the surgery, try to use different shades of paint that make walls, doors and floors contrast with each other
9. Fit an induction loop in reception
10. Offer a range of different seats, for example chairs with and without arms, or with headrests and varying heights.