

# PRACTICE FACILITIES (CRITERION 2.3)

## POLICY

The General Practitioners and staff:

- Recognise that access to the General Practice facilities is important to our patients.
- Make all reasonable efforts to facilitate physical access to the premises and services offered.
- Are committed to considering how best to meet the needs of our patients with physical disabilities or other special needs.

Designated staff parking is provided. Please ensure other areas are kept clear for patients.

This practice provides physical access to patients, visitors and staff via the main entrance.

Ambulance trolley access is also provided to the practice reception, toilets and consulting/treatment rooms via the main entrance.

The practice has facilities that are appropriate for a safe and effective working environment for patients, staff and GPs. Each doctor has one dedicated consulting room during consulting times, and the availability of a treatment room at all times.

Each consulting room has facilities for patient assessment that are conducive to confidentiality and privacy, and promote the comfort and safety of patients and others.

Our practice has a height adjustable examination couch located in the newly refurbished treatment room to assist in the care of patients with a disability, and to reduce the risk of patients injuring themselves when getting on or off the examination couch or staff when assisting patients.

The practice has patient waiting areas sufficient to accommodate the usual number of patients who would be waiting at any one time.

The practice has toilet and hand-washing facilities, one for staff and one for patients, readily available for use.

The practice provides privacy for patients and others in distress. Patients are able to sit in the meeting room if required.

The practice provides appropriate physical access to the practice and its facilities, including access for people with disabilities.

The practice has medical equipment necessary to ensure comprehensive primary care and resuscitation, including the following located in each room, stethoscope, auriscope, ophthalmoscope, sphygmomanometer, peak flow meter, thermometer, scales, urine testing strips, patella hammer, eye chart, disposable syringes and needles.

The following equipment is located in the treatment room: equipment for maintaining an airway in both adults and children, equipment to assist ventilation.

The practice has the necessary equipment to enable clinical procedures performed in the practice to be undertaken safely and competently. The equipment is serviced and updated on a regular basis. See the Equipment Servicing Record for more information.

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