



Mendip Vale Medical Group

DISABILITY: ACCESS TO SERVICES FOR PEOPLE WITH A DISABILITY

Introduction

The Disability Discrimination Act (DDA) 1995 gives disabled people rights to goods, facilities and services as well as in employment. It requires all service providers to plan and meet the requirements of their disabled customers. Where necessary and reasonable, service providers must adjust the way they provide their services, so that people with disabilities can use them.

The Mendip Vale Medical Group (MVMG) is committed to the promotion of equality of opportunity in all fields including:

- Access to patient care and service
- Easy use of facilities
- Ease of communication for all
- Access to and continuing in employment

Purpose

Any person in above categories may have a disability and have access requirements to use the services of or work in MVMG

The policy details the protocol for ensuring that the users of all MVMG services are treated according to their individual needs, regardless of their disabilities and that there is equality of employment opportunity for current and prospective employees. It has been formulated in response to the Disability Discrimination Act 1995, which makes it unlawful to unreasonably discriminate against people with disabilities and places a duty on providers to make reasonable adjustment to avoid discrimination against disabled people. It also takes into account Article 14 of the Human Rights Acts 1998, which states that, 'the rights and freedoms set forth in the convention shall be secured without discrimination on any grounds such as sex, race, colour, language, religion and other status'. To provide further medical treatment for you e.g. from district nurses and hospital services.

The aim of this policy is to ensure that all employees are aware of this commitment and are able to contribute to its success by having an understanding and awareness of their individual responsibility towards disability

This policy applies to:

- Staff,
- Patients
- Visitors

In the event of an infection outbreak, flu pandemic or major incident, MVMG recognises that it may not be possible to adhere to all aspects of this document. In such circumstances, staff should take advice from their manager and all possible action must be taken to maintain ongoing patient and staff safety.

Access refers to the problems encountered by anyone with a disability using MVMG sites i.e. patients, staff and visitors, which affect their ability to access services or premises.

Direct Discrimination: It is unlawful to treat a person with a disability less favorably for a reason that relates to their disability in any area of employment, recruitment and selection, terms and conditions, training and development, dismissal, access or service.

Indirect Discrimination: Occurs a provision, criterion or practice is applied universally but its' practical effect disproportionately disadvantage one particular group.

Harassment: Behavior that is unwanted, uninvited and affects the dignity of the individual.

It is MVMG responsibility to promote a positive attitude to equality in all its functions and to ensure its staffs' skills; knowledge and attitude are developed to the highest standard in pursuit of this value.

MVMG has a corporate responsibility for access to be provided without unreasonable barriers, physical or otherwise and to ensure access to services for those with a disability, to all of its sites and properties.

The Executive Team has a responsibility to ensure that there is an overall cohesion within MVMG legal obligation and access to services and sites.

Equipment

Wheel chairs are available to loan. Hearing loops are available in main receptions at each site.

Interpreting Services

Vision North Somerset provides British sign language and lip- reading services for the deaf and deaf blind people. Please contact your Surgery Manager if this service is required or call directly 01934 419393

Training for staff

MVMG will provide training and guidance for all staff to ensure that they understand their role under the policy to promote staff awareness of disability issues and the legal implication of the DDA. If you are unsure how to access training or need any support to undertake your role please speak to your Line Manager

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