

Accessibility Statement:

Patients & Staff Accessing Information, Services, Premises & Employment Opportunities

Information in other formats

If you would like to receive material from our website or our publications in another language or format – such as audio, large print or Braille – please contact our Communications team on 0161 304 5856 or use [Text Relay](#) service.

We want all of our customers, staff and partner organisations to be able to understand all of our information in the format that is most accessible to their individual needs. This includes identifying and reasonably removing ‘barriers’ for people accessing our information, services, premises and employment opportunities. This may involve responding to our anticipatory equality duty to make ‘reasonable adjustments’.

We are committed to inclusive working practices across all the local *protected *characteristic groups* and consistently within all our patient services settings. We will:

- Provide information in alternative formats where it is reasonable and proportionate to do so eg larger font documents, audio cassette, LIPS interpretation and advocacy support services at Tameside General Hospital, Languageline service (where available such as ABC Centre), text re-size, Braille, Moon, pc disc or other. We also promote use of the [Text Relay](#) service for improved access to deaf and hearing impaired customers.
- Currently provide mandatory ‘Quality and Equality’ training in 2011 and 2012 for all our staff.
- We also provide ‘Quality and Equality Workshop’ training and supporting information for Primary Care Contractor partners including: GPs and Practice Managers; Dental Leads; Pharmacy Leads; Optician Leads; Dental trainees via Skills for Health; and local Hospice staff.
- Carry out a periodic programme of access audits which will include a review of compliance with the current Equality Act 2010 requirements for public bodies (formerly the Disability Discrimination Act requirements). External consultants could carry out such audits, periodically as required. An Action Plan will address any significant shortfalls and will be led by Head of Estates, with requests for approval from Finance. Our strategic governance Group EDMA will receive an annual report on progress and consideration of available resources (December meeting).
- Routinely ask all patients booking appointments if they have any access requirements they wish to make us aware of at the initial appointment stage.
- Where advised of patient’s individual access needs, we will act to put into place practical, **reasonable adjustments** for improved access wherever possible. (We can process then pass this information to our NHS provider partners to act upon wherever possible / practical.)
- Mobility scooters are required to be parked safely and securely at an agreed point before entering any of our public buildings, to ensure the safety of *all* patients.

- For patients with mobility scooters who are physically unable to leave their vehicle outside our premises to attend for an appointment, we *may* in some circumstances request that you attend a different more accessible venue eg hospital or clinic setting.
- Our Primary Care Centres at Ashton under Lyne, and Glossop both have lowered counter areas where disabled patients who are wheelchair users can received reception support services.
- Our PCT staff are receiving Reasonable Adjustment training in 2011 and 2012 from our Equality and Diversity Manager and our Head of Workforce and Organisational Development.
- A new Reasonable Adjustments Guide is being promoted to all our staff.

Suggested Signage as appropriate at Primary Care Centres and all publicly accessible settings. Also embed into all letters requesting patient to attend our NHS setting(s) for any reason.

“Mobility scooters should be parked safely and securely at an agreed point, before entering the building to ensure safety of all patients. Thank you.”

The protected characteristic groups

Age

Gender

Gender Variance (Transgender issues)

Disability

Race

Sexual Orientation

Religion or Belief

Carers **

Marriage and Civil Partnership

Pregnancy Maternity and Breastfeeding Mums

Military Veterans **.

** We include carers, and military veterans in all our scrutiny for inclusion work, such as Analysis of the Effects [on equality].

Text re-size:

Text size

You can change the text size on intranet and webpages to make it either larger or smaller via your browser settings. Some browsers will allow you to magnify the whole page. To change the text size, follow the instructions below:

Internet Explorer

- Click 'View' to open the View menu or press 'Alt' and 'V'
- Select the 'Text Size' option or select by pressing 'X'
- Choose your preferred text size using your mouse or use the up and down arrow keys
- Click to select the text size or press 'Enter'
- The text size should change to reflect your choice.