

Making a reasonable adjustment means removing barriers and providing support for everyone to access our services.

This includes Autistic people, those who have learning and/or physical disabilities, Dementia, mental illness, sensory loss or a protected characteristic.

### Top Ten Reasonable Adjustments



**1.** Longer appointment times



**5.** No physical barriers for accessibility



**9.** Using simple language when speaking to a patient



**2.** First or last appointment of the day



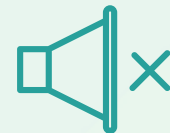
**6.** Letters, leaflets and instructions in easy read



**10.** Call patient to ask if any further reasonable adjustments could be made



**3.** Booking with familiar practitioner where possible



**7.** Quiet area to wait, or option to wait in the car



**8.** Inform of any reasonable adjustments when referring into other services



**4.** Sending reminder texts

