

## Access Policy

Document Detail	
Document name	Access Policy
Version	Version 1
Reviewed date	16 September 2022
Next Review date	16 September 2024
Amended by	[redacted]
Changes Approved by: (Signed, print name and date)	[redacted]

## **Introduction**

This policy is in place to ensure that our practice is accessible to all and acts as a guide to ensure visitors can plan their route into and out of the practice.

## **Building location**

Bennfield Surgery is housed within a multi-occupancy building called Hilton House. Main reception is located on the ground floor where there are consulting rooms and a waiting room, and further consulting rooms are available, along with admin offices, on the first floor.

## **Normal hours**

The practice is open (both doors and telephone lines) from 8:30am until 6:00pm, Monday to Friday.

## **Getting Here**

### **By road**

Bennfield Surgery is one of two GP practices housed within Hilton House, right in the central area of Rugby on the A426 (Corporation Street). The building is situated on the opposite side of the A426 to ASDA supermarket.

There is a small car park situated to the rear of the building which can be accessed via West Leyes. This is the 1<sup>st</sup> left immediately after the ASDA petrol station before the Morgan Sindall building. Disabled parking spaces are available and access to the building via ramp or steps is available.

### **By bus**

There is a bus stop immediately outside the front of the building for bus routes towards the south of the town. Other bus stops are available in the town centre which can be accessed by crossing over the road via the pedestrian crossing, passing ASDA supermarket and walking into the town centre.

### **By train**

The nearest train station is Rugby Train Station which is 1.5 miles away. Taxis and buses are available outside the train station if you do not/cannot walk this.

## **Parking**

The car park is shared with the other GP surgery in the building and therefore spaces are limited. If the car park is full, there are other car parks close by. The closest car park is on Westway (next to Home Bargains), which is 0.1 miles away (2-minute walk). This can be accessed by going back onto Corporation Street (A426) and taking the first left immediately after Hilton House.

Disabled parking spaces are available close to the rear entrance.

There are no height restrictions to the car park and no barrier system in operation.

The car park is free of charge for visitors to Hilton House only.

## **Accessing the building**

From both the rear and front entrance to Hilton House, there are steps or ramp access available.

Automatic sliding doors are in operation to enter the building from both entrances during opening hours.

When entering the building from the front, Bennfield Surgery is located on the right. When entering from the rear, it is located on the left.

There is a button on the left-hand side of the wall to automatically open the main door to enter Bennfield Surgery – this opens outwards so care must be taken once the button has been pressed.

## **Reception**

Main reception is located directly ahead once entering the surgery and is clearly visible from the entrance.

There are no steps or slope on the route to reception.

There is a Perspex screen around reception.

The reception counter has a high-level counter and a low-level counter available.

The counter is staffed, however, if no one is there, a doorbell is available on the desk to alert staff for assistance.

There is a portable Loop available which is clearly signed, and staff are trained to use the system.

There is a waiting area in Reception which has seats provided and plenty of space for wheelchair/pushchair access.

There are 2 patient accessible toilets available in the waiting area, with both wheelchair access and baby changing facilities. There is an emergency pull cord in the toilets.

There is 1 wheelchair which is available to borrow to assist patients into the surgery, located near the reception desk.

## **Moving around the building**

The consultation rooms on the ground floor are all on one level with no steps or ramps. There are manual doors to open to access the consulting rooms. Staff members are available to assist with opening doors if required. All consulting rooms have clear signage.

The consultation rooms on the first floor can either be accessed by one of the two lifts available in the building or via the stairs. The stairs are accessed from within reception and are clearly signed. Staff will also direct you to the correct door.

To access the lifts, exit the surgery and turn right. Both lifts are in the main foyer of the building next to each other. The lifts must not be used in the event of an emergency. Local fire evacuation procedures are in place to assist those who are unable to use the stairs without assistance. Once you exit the lift on the first floor, turn left and at the end of the corridor on the left is a door to enter Bennfield Surgery. A member of staff will have been alerted and will open the locked door to allow you access to the upstairs waiting area.

There is another patient accessible toilet on the first floor once you have re-entered Bennfield Surgery, which is to the right at the end of the corridor from the top of the stairs. There is an emergency pull cord in this toilet.

## **Fire exit routes and evacuation procedures**

There are clear signs showing the fire exit routes in the building with signage for the fire evacuation procedures. On the first floor, there is an emergency evacuation sledge which can be used for people who are unable to use the stairs. Staff members have been trained in the safe use of this.

Emergency lighting is in place on all floors of the practice and clear signs showing fire exit routes.