

Accessibility Statement

The Potter Practice is committed to providing accessible healthcare services to all patients wherever reasonably possible.

Every effort is made to ensure the clinic environment, communication, and services are inclusive and respectful of individual needs.

Clinic Access

The clinic is located in Southbourne, Bournemouth. Patients access the treatment room via a porch with double doors and a wide front door, and the treatment room itself is accessible from the entrance.

Toilet facilities are standard domestic facilities and **may not meet full wheelchair accessibility standards**. Patients with specific access requirements are encouraged to contact the clinic in advance so that suitability and support can be discussed.

Where reasonable adjustments can be made to support access, these will be accommodated wherever possible.

Appointment Adjustments

Adjustments can be made to support patients with:

- Mobility difficulties
- Hearing or visual impairments
- Neurodiversity
- Anxiety-related needs
- Additional communication requirements

This may include:

- Allowing extra time for appointments
- Providing written information where helpful
- Adjusting communication style
- Allowing a chaperone or support person to attend

Please inform the clinic in advance if you require any adjustments so that appropriate arrangements can be made.

Communication Needs

Clear and respectful communication is a priority.

If you require information in an alternative format or need additional support to understand information discussed during your appointment, please let the clinic know.

Every effort will be made to ensure you feel informed, comfortable, and supported in decisions about your care.

Website Accessibility

The Potter Practice aims to make its website as accessible and user-friendly as possible.

If you experience difficulty accessing any part of the website or require information in a different format, please contact the clinic so that assistance can be provided.

Commitment To Inclusion

The Potter Practice is committed to providing care without discrimination. All patients are treated with dignity, respect, and fairness in accordance with professional standards and equality legislation.