

Boughton Health Centre
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ACCESSIBILITY AND COMMUNICATION NEEDS (REASONABLE ADJUSTMENTS)

To help us provide you with safe and accessible care, please tell us about any support you need.

1. Information and Communication Needs (Accessible Information Standard)

Do you have any communication needs due to a disability, impairment, or sensory loss such as hearing loss or visual loss?

☐ Yes

☐ No

If yes, please describe:

Do you need support to communicate with us?

- ☐ British Sign Language (BSL) interpreter
☐ Language interpreter (please specify): _____
☐ Lip speaker
☐ Advocate or support person
☐ Other: _____

How would you prefer us to contact you?

- ☐ Phone ☐ NHS App ☐ Text (SMS)
☐ Email ☐ Letter ☐ Other: _____

Do you need information in a different format?

- ☐ Easy Read ☐ Large Print ☐ Braille
☐ Audio ☐ Email instead of letter ☐ Other: _____

Can we leave messages for you?

☐ Yes

☐ No

If yes, how: _____

2. Reasonable Adjustments (Access to Care)

Do you have any other needs that affect how you access GP services

☐ Yes

☐ No

If yes, please describe those additional needs here, and tick any relevant boxes below, so we know how to support you best:

Appointments:

☐ Longer appointments

☐ Appointments at quieter times

☐ Flexible booking

☐ Home visits

☐ Other: _____

Physical access:

☐ Step-free / wheelchair access

☐ Assistance moving around the building

☐ Accessible toilet

☐ Other: _____

Sensory needs:

☐ Quiet waiting area

☐ Prefer to wait outside until called

☐ Reduced noise

☐ Reduced light

☐ Other: _____

Support needs:

☐ I attend with a carer/ support person

☐ I need help understanding information

☐ Other: _____

3. Consent

☐ I agree that my accessibility, communication needs, and reasonable adjustments can be recorded and shared with relevant healthcare staff to support my care.

This means that we can share what you tell us with other health providers, like hospitals and district nurses.

[Easy Read version of Reasonable Adjustment Digital Flag by NHS England](#)