

Accessibility for clients with additional needs

Clients with specific needs who may need some assistance from the car should notify reception of their arrival either by phoning the branch when they are outside or send someone in to inform us.

Parkway: This is one of the most accessible surgeries and is well equipped to ensure disabled clients are able to access all areas and facilities safely and easily.

- Disabled parking bays situated close to the front door
- Ramp facilities with a hand rail as you approach the front door
- Disabled toilet with hand rails and emergency pull cord located in the foyer
- Lowered area at reception to enable full interaction with reception staff
- Wireless card machine can be taken anywhere on ground floor

Penllergaer: This is the most accessible surgery as it is all on one level. This means all areas are fully accessible to those with additional needs and in a wheelchair.

- Disabled parking bays situated close to the front door
- Ramp facilities with a hand rail as you approach the front door
- Disabled toilet with hand rails and emergency pull cord located in the foyer
- Lowered area at reception to enable full interaction with reception staff
- Wireless card machine can be taken anywhere on ground floor

Neath: This is a more tricky branch to access as there is not a car park, and the branch is located on a busy residential steep road with on street parking.

- Alternative ramped entrance to avoid steps (doorbell to alert reception to open door)
- Disabled toilet with handrail
- Wireless card machine at reception can be brought round to the waiting room

Whitegates: There is a car park which means you can park close by, however there aren't specific disabled bays so it is not a guarantee. Also the car park is gravel, with no toilet facilities inside.

- Ramp facility available (reception will need to be notified to bring it out)
- Wireless card machine can be brought round to the waiting room

Walter Road and Morriston: Both of these surgeries are in listed buildings meaning it is very tricky to make alterations allowing them to be more accessible. Both have steps to the front door, neither have a ground floor toilet and neither have car parks.