

## How accessible are Slough Dental practices?

Healthwatch Slough visited 10 practices between October 2019 and February 2020. We undertook an observational assessment of the entrance and around the surgery. This is part of a wider piece of work being led by Slough Borough Council on making Slough an accessible town.

Practice	Smile Dental Care 24 High St.	Smile Dental Care 424 Bath Rd.	Slough NHS Dentist	Langley Road Practice	Westwood Dental Practice	Total Orthodontics	Wexham road Dental Surgery	SC Dental Studio	Windsor Road Dental Practice	Yew Tree Dental Surgery
Approach by road (is the surface smooth from nearest bus stop/road)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Disabled parking – is there adequate space for disabled person to exit car safely; spaces should rep 5% of the population served.	X	X Parking but no designated spaces. Practice can allocate parking for disabled patients in advance.	X	X	X	X	X	X	X Allow patients who have any physical disabilities or health conditions to park in the car park behind the practice.	X Parking but no designated spaces. Staff can put cone out for disabled patients before they arrive.
Is slope going towards entrance 3m	X * portable slope	X * portable slope	N/A No need for slope	No slope at front entrance. No need for slope at back entrance	X slope is very steep.	No slope	✓	✓	✓	✓

				(entrance from car park)						
Is there a handrail on each side of slope	X No slope	X No slope	X on one side of entry path	X no slope & no handrail	✓ One meter or less handrail on both sides	No slope and no handrail	X	X	X	X 2m handrail on one side
Entrance (1m turning circle, 36inch door width)	Refurb. <b>May</b>	Need to go back and measure	✓	✓ 2 entrances, wheelchair access only from the back entrance/parking.	✓	Need to go back and measure	X Back entrance only.	✓	✓	✓
Is there a low threshold floor bar at entrance?	X * portable slope	X * portable slope	✓	✓ There is at back entrance, not front door.	✓	X	✓	X	✓	✓
<b>Practice</b>	<b>Smile Dental Care 24 High St.</b>	<b>Smile Dental Care 424 Bath Rd.</b>	<b>Slough NHS Dentist</b>	<b>Langley Road Practice</b>	<b>Westwood Dental Practice</b>	<b>Total Orthodontics</b>	<b>Wexham road Dental Surgery</b>	<b>SC Dental Studio</b>	<b>Windsor Road Dental Practice</b>	<b>Yew Tree Dental Surgery</b>
Is route from entrance into surgery obstacle free?	X Portable slope	X Portable slope	✓	✓ From back entrance	✓ Very steep slope	X Stairs and no lift depending on what the treatment is patient can be sent to	✓	✓	✓	✓

						another branch				
Is signage for disabled toilets at eye level?	✓	✓	✓	X N/A Refurb.	X	✓	✓	✓	✓	✓
Does toilet have 36inch door and 1 m turning circle?	Refurb. May	✓	✓	N/A Refurb.	X	✓	✓	✓	✓	✓
Is there adequate leg space under sink?	Refurb. May	✓	✓	N/A Refurb.	X	✓	✓	✓	✓	✓
Are sink taps levers?	Refurb. May	✓	X	N/A Refurb.	X	✓	✓	✓	✓	✓
Is there a caution sign for very hot water?	Refurb. May	✓	X	N/A Refurb.	X	✓	X	X	✓	✓
Does the surgery have a falls procedure?	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Are there hygiene products at a suitable height?	✓	✓	✓	N/A Refurb.	✓	✓	✓	✓	✓	✓
Are the fire exits accessible by wheelchair?	X Portable slope. Refurb. May	X Portable slope.	✓ One fire exit	✓ Back fire exit	✓	X	✓ Back fire exit	✓	✓ Front door	✓ One of the two fire exits
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							<b>Dental Surgery</b>			
Is there LED signage/clear microphone for signalling patients?	X Staff come out to reception area to call patients	X Staff come out to reception area to call patients	✓	N/A Refurb.	X Staff come out to reception area	✓	X	X Staff come out to reception area	Dentist comes out and calls	Dentist comes out and calls
Is there a hearing loop?	✓	X	✓	X	X	X	X	✓	X	✓
Is information available in braille?	X	X	X	X	X	Available upon request as well as large print.	X Free translation service: Sign language and other languages	✓	X	✓ practice information leaflet in Braille. Can also request information in Braille or large print.
Is there a quiet space/buzzer system for people who may experience sensory overload?	✓	✓	✓	X	✓	✓	✓ Staff regularly do training to deal with autistic patients	Upper floor waiting room is offered as it's quieter.	✓	✓ Separate consultation room can be used.
Counter height	X Refurb. May	✓	✓	N/A Refurbishments	X	✓	✓	✓	✓	X A consultation room to offer privacy and a lower desk is available.