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LAUNCESTON
MEDICAL CENTRE

TEL: 01566 772131

Reasonable Adjustments and the NHS Reasonable Adjustment Digital Flag

Information for Patients

At Launceston Medical Centre, we want everyone to be able to access our services fairly and safely.

Some patients may need additional support because of a disability, long-term condition, learning disability, autism, sensory impairment, mental health condition or communication need. The NHS calls these changes reasonable adjustments.

What is a reasonable adjustment?

A reasonable adjustment is a change that helps you access healthcare more easily.

Examples include:

- Longer appointments
- Easy Read information
- Information in large print
- Telephone or text reminders
- Access to an interpreter
- A quiet waiting area
- Being accompanied by a carer, advocate or family member

These adjustments are intended to help ensure you receive healthcare in a way that meets your needs.

What is the Reasonable Adjustment Digital Flag?

The Reasonable Adjustment Flag is an NHS-wide system that allows healthcare staff to record and share information about the reasonable adjustments you need. This helps NHS services understand your requirements and support you appropriately whenever you receive care. More information can be found at: https://digital.nhs.uk/services/patient-flags-service/reasonable-adjustment-flag

The flag may include:

- Information about your disability or impairment
- Communication requirements

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- The adjustments that help you access healthcare
- Important information that healthcare professionals should know when providing care

Who is eligible to have a Reasonable Adjustment Digital Flag?

You may benefit from a flag if you:

- Have a learning disability
- Are autistic
- Have a physical disability
- Have hearing or sight loss
- Have a mental health condition that affects access to healthcare
- Have another condition that means adjustments are needed

How do I tell the Practice about my needs?

- Speak with your clinician during an appointment
- Speaking to a member of the Reception Team
- Submitting a Klinik triage form, using the administration option

You can tell us:

- What support you need
- What helps you communicate
- What makes appointments easier for you
- Any changes to your circumstances

Who can see this information?

Information recorded on the Reasonable Adjustment Flag may be available to healthcare professionals involved in your direct care across NHS services. This helps ensure adjustments can be provided consistently wherever you receive treatment.

Your information will be handled in accordance with:

- UK GDPR

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- Data Protection Act 2018
- NHS confidentiality requirements

Can I change my information relating to my reasonable adjustment?

Yes.

You can ask us at any time to:

- Review your reasonable adjustments
- Update your information
- Correct information that is no longer relevant
- Discuss any concerns you have

Need Help?

If you think you may need reasonable adjustments, please contact the Practice.

Telephone: 01566 772131
Klinik form: https://access.klinik.co.uk/contact/launceston-medical-centre

Website: https://launcestonmedicalcentre.com/

We are committed to making our services accessible to everyone.