



Disability Access

At our practice, we are committed to providing a welcoming, inclusive and accessible environment for all patients. We aim to ensure that everyone can access our services comfortably and with dignity, regardless of their individual needs.

Our Facilities

Our practice is located at:

44 Old Hall Street, Liverpool, L3 9PP

The practice occupies two floors within the building.

- Step-free access is available via a ramp at the main entrance.
- A passenger lift provides access to all floors.
- Stairs are also available.
- The dental practice reception and clinical areas are located on the 1st Floor.
- Our laboratory and additional surgery are located on the 2nd Floor.
- Accessible/disabled and female toilet facilities are located on the 3rd Floor.
- Male toilet facilities are located on the 4th Floor.

Lift Access

If the lift is temporarily out of service, we will contact any patients who require lift access as soon as possible before their appointment. We will discuss alternative arrangements where appropriate to ensure your treatment can still be provided safely and conveniently.

Assistance During Your Visit

If you require any additional assistance, please let us know when booking your appointment. Our team is happy to help and can provide support such as:

- Assistance with accessing the building.
- Help with doors and moving around the practice.
- Additional time for appointments where needed.
- Alternative methods of communication where appropriate.
- Information in larger print on request.

We will always communicate respectfully, listen to your individual needs and make reasonable adjustments wherever possible.

Assistance Dogs

Registered assistance dogs are welcome throughout the practice in accordance with the Equality Act 2010.

Where treatment is being carried out in a clinical surgery, we will work with patients to ensure there is a safe and suitable space for their assistance dog wherever possible. If alternative arrangements are needed, these will be discussed in advance.

Our Commitment

Our team receives training to help support patients with a wide range of disabilities, including physical,



sensory, learning and mental health needs. We are committed to treating every patient with respect, dignity and compassion.

We continually review our facilities and welcome feedback on how we can improve accessibility for all patients.

If you have any questions about accessibility or would like to discuss any specific requirements before your appointment, please contact our reception team, who will be happy to help.

