

Reasonable Adjustments & The Digital Flag: Helping Us Meet Your Needs

At The Forest Practice, we want to make sure everyone can access our services easily and safely.

The Equality Act 2010 requires all health and social care organisations (like hospitals and GP surgeries) to make changes that remove barriers for patients with disabilities. These changes are called **reasonable adjustments**.

Under the law, a disability is defined as a physical or mental impairment that has a substantial, long-term effect on a person's ability to carry out normal day-to-day activities.

Examples of Reasonable Adjustments

Adjustments are tailored to you and can include things like:

- **Physical access:** Making sure the building is fully accessible for wheelchair users.
- **Communication:** Providing appointment letters in Plain English, Large Print, or Easy Read formats.
- **Scheduling:** Giving someone a priority or quieter appointment slot if waiting in the surgery causes severe distress.
- **Appointment length:** Offering a longer appointment if you need more time to discuss your care or understand information.

What is the Reasonable Adjustments Digital Flag (RADF)?

The Digital Flag is a national record on the secure NHS system. It tells healthcare professionals that you have specific adjustment needs.

Because it is built into the national NHS network, this flag can be seen by staff wherever you receive treatment—whether that is at our practice, an out-of-hours clinic, or an NHS hospital.

Benefits of having a Digital Flag on your record:

- **Instant visibility:** Staff immediately see your required adjustments as soon as they open your file.
- **Better coordination:** It can list specific underlying conditions or impairments that staff should consider during your care.
- **Less stress:** You and your carers do not have to repeatedly explain your adjustment needs every time you visit a new NHS service.

How to Request Reasonable Adjustments

If you or someone you care for requires reasonable adjustments, please let us know so we can update your medical record. You can do this in two ways:

- a. Contact The Forest Practice and ask for a questionnaire
- b. Download one of the below questionnaires and take into the practice once completed.

[Reasonable Adjustments Questionnaire](#)

[Easy Read Reasonable Adjustments Questionnaire](#)