

[Your address]

To the Practice Manager

[Your National Health Service number, if you know it]

Dear Sir or Madam

Request for reasonable adjustments

I am writing to ask you to make a reasonable adjustment for me under the Equality Act 2010 because of my mental health problems which make it very difficult for me to access your surgery for appointments with the nurse and my doctor.

[Describe your mental health problem and how this is making it more difficult for you at the moment]

As my GP will confirm, I have experienced long term problems with anxiety and have been diagnosed with borderline personality disorder. Because of my agitation I find that I am unable to remember the advice I was given at a consultation

[Explain what changes you want]

Because of this I would be grateful if the nurse and the GP and receptionists at the practice could make the following reasonable adjustment for me:

- The GP and the nurse to write down any key advice in a handwritten note at the time I am in the surgery so that I have an aide memoire of what has been said when I leave.

[Explain what the law is]

I am advised that the Equality Act applies to GP surgeries as they provide services. Under the Equality Act, you have a duty to make reasonable adjustments (changes) for disabled people when their disability makes it difficult for them to access your services compared with someone who does not have that disability.

I hope you can confirm that you can agree to make these changes so that I can use your services.

Thank you.

Regards

[Your full name]