

Inclusive Access Guide

Derriford Dental Education Facility



**Peninsula
Dental**
Social Enterprise





We understand that everyone's accessibility needs are different. This guide provides detailed information on accessing our premises and services.

Address



Derriford Dental Educational Facility, 20 Research Way,
Plymouth Science Park, Derriford, Plymouth, PL6 8BT

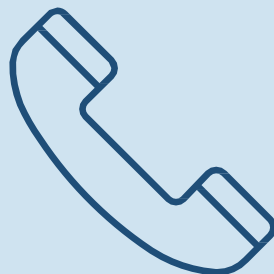
Email
Website



pdse-info@plymouth.ac.uk

www.peninsuladental.org.uk

Telephone



01752 987959

Opening Times:



Monday	09:00 - 17:00
Tuesday	09:00 - 17:00
Wednesday	09:00 - 17:00
Thursday	09:00 - 17:00
Friday	09:00 - 17:00
Saturday	Closed
Sunday	Closed

Location:

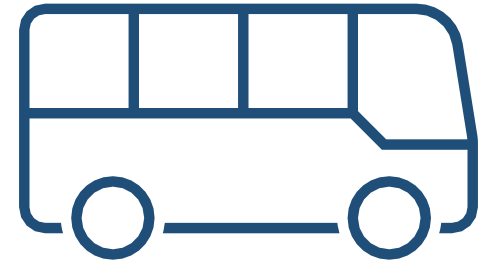
The Derriford Dental Education Facility is located adjacent to the Derriford Hospital site, in the North of city.

Did you know? You can now find us using what3words:

being.entry.sport



Travel:



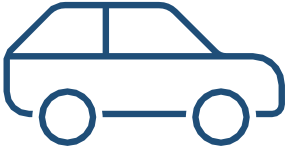
There are regular bus services to and from the surrounding area. Buses will stop at either Derriford Hospital or at the top of the Science Park, and it is approximately a 5-to-10-minute walk to the facility.

To access the facility from the bus stop requires travelling through the Science Park which is paved and does have a slight incline.

Up to date bus and ferry times can be found at:

<https://bustimes.org/localities/derriford>

Parking:



The facility has a large car park to the side of the building, the car park is free for all users. The car park has a barrier which is manned by reception via an intercom. There is adequate space for patients to be dropped off at the main entrance, please approach the barrier then use the intercom to gain entrance. There is a lift to reception inside the car park entrance, or outside steps from the car park.



There is a dropped kerb/non stepped access from the disabled bays to the main entrance to aid access, the dropped kerb has tactile paving. There is a designated drop off point at the front of the building.

Parking:

There are 4 designated parking bays for Blue Badge holders or patients with mobility issues, which are located at the front of the building; they do not need to be booked in advance. The dimensions of the designated disabled parking bays are 3.6m x 6m.

The nearest disabled parking bay is 3m from the main entrance and the furthest disabled bay is 7m from the main entrance. The route from the disabled parking

bays to the main entrance is accessible by wheelchair, without assistance.

The route from the main car park for disabled visitors is via the lower ground floor lift.



Building Access:

Outside Access: From the car park, there is level access to the facility, the door opens when the intercom button is pressed for access. The door opening width is 102cm.



Inside is the lift to access the main reception. There is an audible announcement of direction and when floor is reached and an alarm. There are also outside steps up to the main entrance.

Building Access:

Inside Access: When inside the building the access is level. The lighting levels are varied with both natural and artificial light. The facility does not play background music. The flooring in walkways and corridors is vinyl, and motorised scooters are allowed in public parts of the facility.



Reception:

The desk is 2m from the main entrance with level access to reception from the entrance.

The reception desk is above waste height with a lowered section with sufficient space to support wheelchair users. The desk is always staffed by receptionists on clinic days.

Please let our reception team know if you need any assistance.



An induction loop system is available at the desk. Hearing aids should be turned to T position to use.



Waiting Areas:

There are 2 waiting areas in the facility on the upper and lower floors. The lower floor waiting area is on the same floor as the reception area, and the upper floor is accessible via a set of stairs or a lift from the reception area. The lower waiting room is 2m from the main entrance and there is level access.



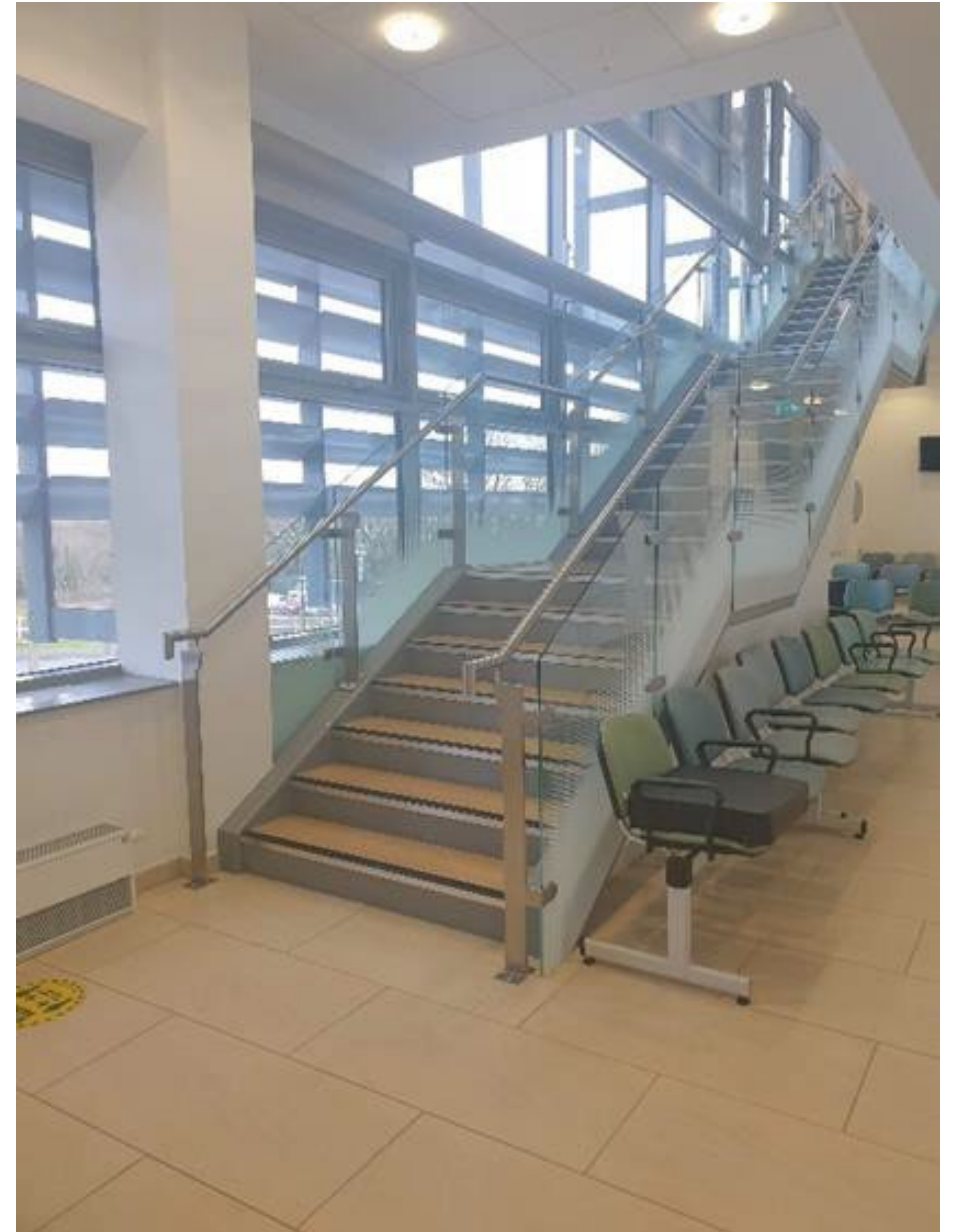
All chairs are permanently fixed, and some chairs have arm rests. There is enough room for wheelchair users to manoeuvre safely. There are water dispensers in both the lower and upper waiting areas. We encourage patients to bring reusable water bottles at the water stations, but paper cups are available from reception on request.

Waiting Areas:

The upper waiting area and Clinical bays are accessible via a set of stairs or lift.

There are stairs with 26 steps leading from the lower to the upper waiting room.

There is lift access to both the upper and lower waiting rooms. The steps are clearly marked and handrails on both sides.



Lifts:

A lift is available for the use of patients which is located opposite the stairs, on same floor as the reception area. All floors are accessible by this lift. The lift has an audible announcer and the controls for the lift are within reach of a wheelchair user.

- It is approximately 10m from the main entrance.
- The door width is 90cm
- The dimensions of the lift are 0.93m x 1.31m.
- The lift has one door for both entrance and exit.
- There is a mirror to aid reversing out of the lift.
- The lift has a visual floor indicator.





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Toilet Facilities:

There are accessible toilets on each floor within this facility which are designated for public use. On the first floor the toilets can be found to the rear of the waiting room, and on the second floor they can be found at the top of the stairs.

- Lighting levels are bright with both artificial and natural light.
- All toilets are gender neutral.
- Baby changing facilities can be found on the first floor.



Toilet Facilities:



On the first floor there is a signed accessible toilet with facilities for those with stomas.

These include:

- Hooks to hang clothing, bags and luggage.
- Sanitised accessible shelf space to manage items.
- Mirror to view stoma while changing appliances.
- Toilet roll and handwashing accessories.
- Disposal bin.

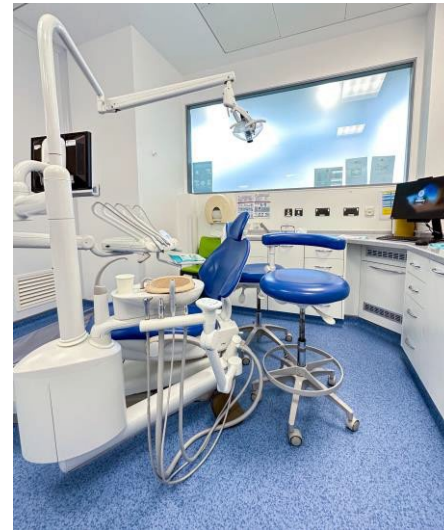


Clinical Bays & Treatment Areas:

There are 2 clinical bays with 8 chairs each on the first-floor level. On the second floor there are 3 clinical bays with 8 chairs each.

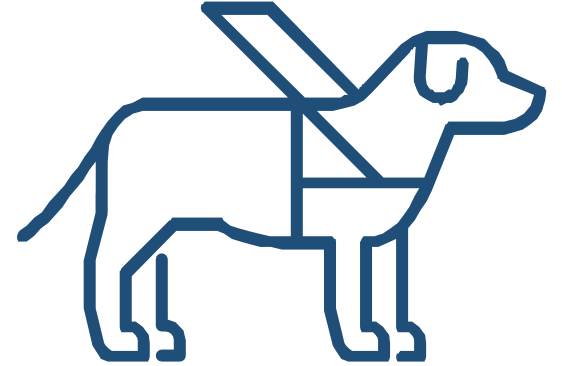
There are two single surgeries on the ground floor through a door at the end of the corridor, near the patient waiting area.

There are doors and level access to the consultation/treatment room and the clinical bays.



Assistance Dogs:

Assistance dogs are trained and registered to support disabled people and people with certain medical conditions and are protected under the Equality Act 2010



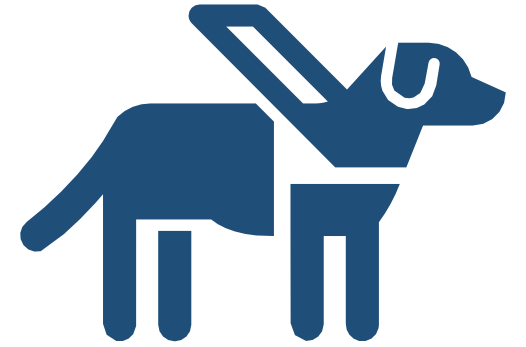
Assistance dogs can accompany patients to their appointment and where appropriate are able to accompany a patient during the appointment. We ask that you please bring a chaperone with you.



Please inform a member of the team when booking your appointment that you require your assistant dog to attend with you.

Therapy Dogs:

A therapy dog is trained to provide affection, comfort and support to people.



Therapy dogs **do not** have the same legal privileges as assistance dogs and therefore cannot be taken into any clinical areas.

If you require your therapy dog to attend with you, you must bring a chaperone to stay with your dog in the waiting room during your appointment.

Therapy dogs are not permitted to be looked after by members of staff.

Translators:

Our translation services are provided by Language Line and we can book face to face or telephone interpreters in a range of languages.



Please inform us as soon as possible if you require an interpreter to be pre-booked for your appointment.

We can provide patient letters in a number of different languages, which are available on request.

Interpreters:

We can provide British Sign Language interpreters on request.

We have signs in the waiting areas and on clinic bays displaying basic BSL signs.

Please inform us as soon as possible if you require an interpreter to be pre-booked for your appointment.



Fire Safety:

All staff undertake fire safety awareness training.

Emergency call points and evac chair are available on stairs.

We have trained fire marshals at all sites who are able to assist patients to evacuate the building in the event of a fire alarm.





Peninsula Dental

Social Enterprise

If you have a query relating to the Derriford
Inclusive Access Guide please contact [pdse-
info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk) or speak to a member of
our team.

