

# Inclusive Access Guide

## Plymouth City Centre Dental Education Practice



**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



Plymouth City Centre Dental Education Practice,  
71 New George Street, Plymouth, Devon, PL1 1RJ

Email

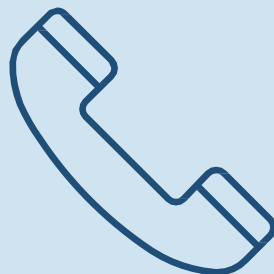


[pdse-info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk)

Website

[www.peninsuladental.org.uk](http://www.peninsuladental.org.uk)

Telephone



01752 987959

# Opening Times:



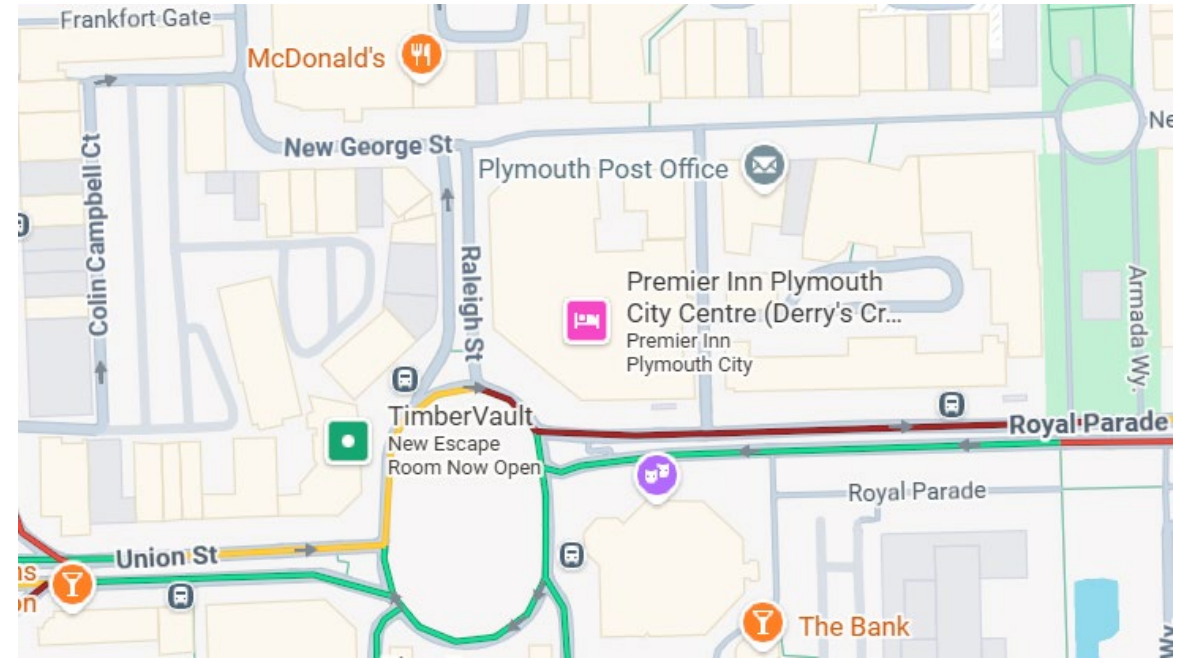
|           |               |
|-----------|---------------|
| Monday    | 09:00 - 17:00 |
| Tuesday   | 09:00 - 17:00 |
| Wednesday | 09:00 - 17:00 |
| Thursday  | 09:00 - 17:00 |
| Friday    | 09:00 - 17:00 |
| Saturday  | Closed        |
| Sunday    | Closed        |

## Location:

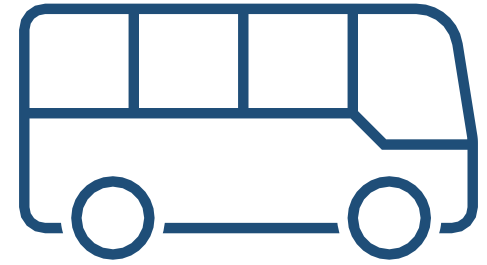
The Plymouth City Centre Dental Education Practice is located next to WHSmith and the Post Office, at the bottom end of the City Centre.

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

**stores.odds.pulse**



## Travel:



There are regular bus services to and from the City Centre. Most buses will stop at either Royal Parade or Derry's Cross Roundabout, and it is approximately a 5-to-10-minute walk to the practice.

Access to the practice from the bus stops require travelling through public streets.

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

<https://bustimes.org/localities/plymouth-city-centre>

# Building Access:

**Outside Access:** From the street, there is level access with a slight incline to the practice, the door opens when the intercom button is pressed for access. The door opening width is 115cm.

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



## 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. 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 practice, 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 3m from the main entrance and there is level access.



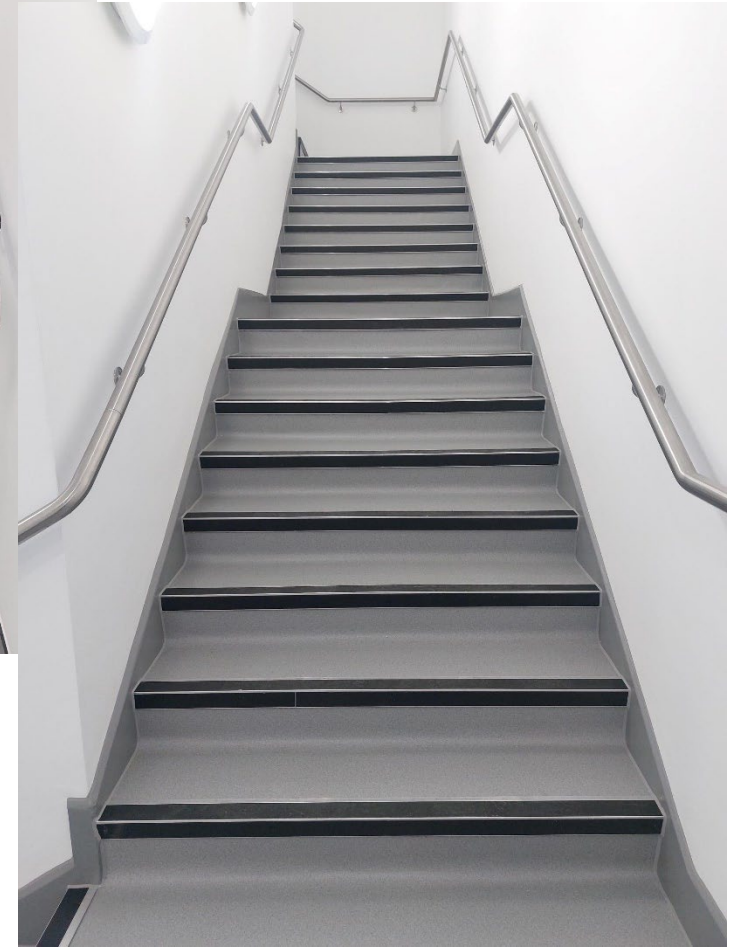
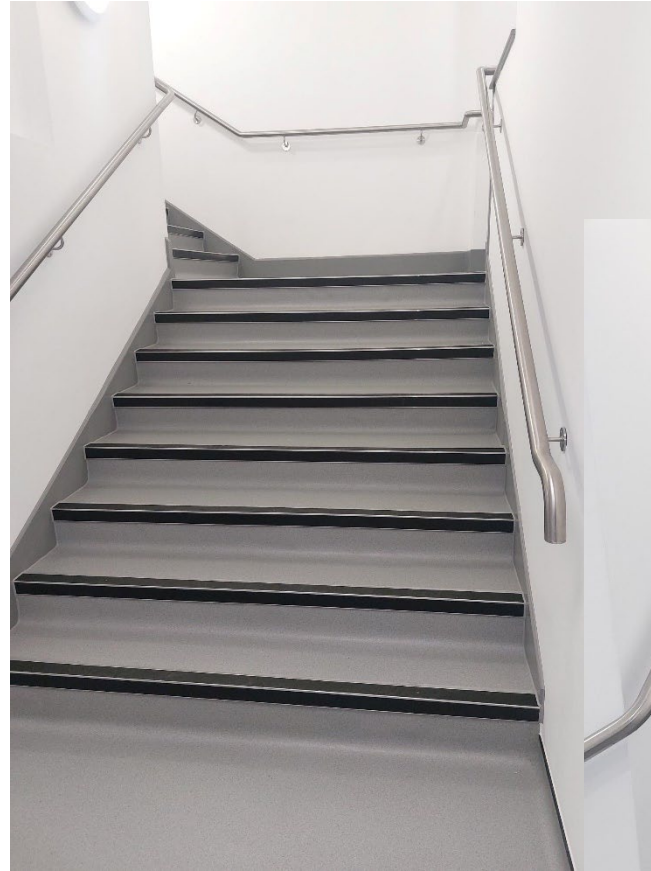
There is enough room for wheelchair users to manoeuvre safely. There are water dispensers in both the lower and upper waiting areas. We encourage patients to bring reusable water bottles at the water stations, but paper cups are available from reception on request. Chair riser cushions are provided in both waiting areas.

## Waiting Areas:

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

There are stairs with 30 steps leading from the lower to the upper waiting area.

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



## Lift:

A lift is available for the use of patients which is located at the far end of the building, on the same floor as the reception area. All floors are accessible by this lift. The controls for the lift are within reach of a wheelchair user.

- It is approximately 32m from the main entrance.
- The door width is 80cm.
- The dimensions of the lift are 1.1m wide x 1.78m deep (narrowest width is 94cm between handrails).
- 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.





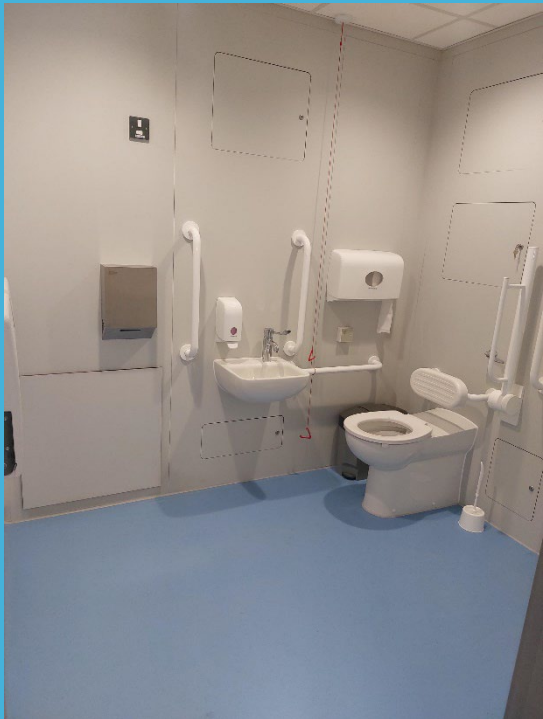
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## Toilet Facilities:

There are accessible toilets on each floor within this practice which are designated for public use. On the ground floor the toilets can be found to the rear of the waiting room, and on the first floor they can be found at the far end of the building.

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



# Surgeries & Treatment Rooms:

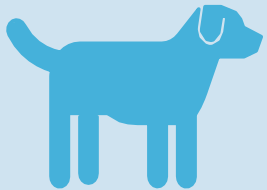
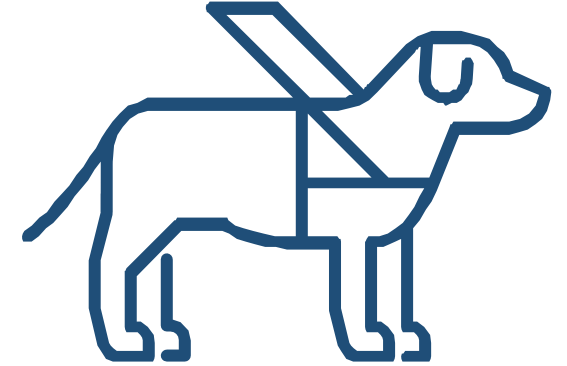
There are 5 surgeries on the ground floor and there are 8 surgeries on the first floor.

There are doors and level access to the surgeries/treatment rooms.



## 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



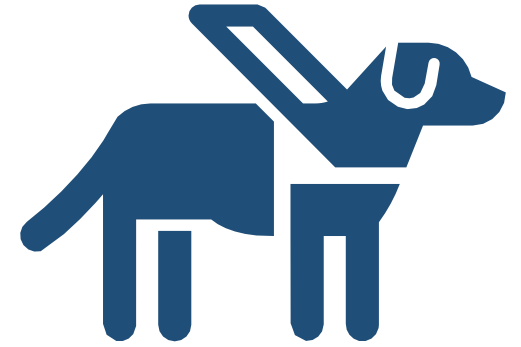
Assistance dogs can accompany patients to their appointment and where appropriate are able to accompany a patient during the appointment. We ask that you please bring a chaperone with you.



**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 chairs 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 Plymouth  
City Centre Inclusive Access Guide, please  
contact [pdse-info@plymouth.ac.uk](mailto:pdse-info@plymouth.ac.uk) or speak  
to a member of our team.

