Accessibility & Communication

At The Clinic Canton, we want everyone who visits us to feel comfortable, welcome and supported. We understand that everyone has different needs, so if you have any accessibility or communication requirements, please let us know when booking your appointment. We will always listen to what you need and do our best to accommodate you.

Access to the practice

There is a step at the entrance to the practice, but we have a ramp available for patients who need it. Please let us know in advance if you require the ramp so that we can have it ready for you.

Our toilet facilities are small and are not an accessible toilet. If you have any specific requirements, please let us know and we will discuss how we may be able to help.

Communication needs

We are happy to adapt the way we communicate with you wherever reasonable possible. This may include communicating by email rather than the telephone, providing written information, using a pen and whiteboard during appointments, allowing additional time, or using another communication method that you find comfortable and helpful.

We have experience of supporting patients who are deaf or hard of hearing and understand that everyone's communication preferences are different. Please tell us what works best for you. If you have a hearing, speech, visual or other communication need, we will do our best to make appropriate arrangements and can provide information in large print or another suitable format on request.

Patients are welcome to bring a carer, family member or other support person with them if this would help them feel comfortable and supported. For safety, privacy or clinical reasons, there may be some situations where a support person cannot be present, for example during dental X-rays.

Welsh language

We are proud to be based in Wales and understand how important the Welsh language is to our patients and community.

We are not currently a Welsh speaking team, but we are always happy to try our best to support patients who would prefer to communicate in Welsh. If you would like us to use Welsh when contacting or visiting us, please let us know when booking your appointment so that we can discuss how we can best support you.

Although we may not be fluent Welsh speakers, we are keen to learn and use Welsh wherever we can. You may hear us greeting each other with a "Bore da!" or asking "Sut wyt ti?" around the practice!

Most importantly, please don’t hesitate to tell us what you need. We would much rather you let us know so that we can try to make your visit as comfortable, accessible and positive as possible.