Accessibility and equal treatment

Approved policy | Web edition updated 22 November 2026

Blue Dental Care aims to treat every patient fairly and with dignity. Please tell us about any support or reasonable adjustments you need so that we can discuss how to meet your needs.

Wheelchair access

Our practice at 232 Stockwell Road has no step-free access into or within the building and is not wheelchair accessible. Entry is through the basement, with internal stairs to the surgeries and patient toilet. There is no wheelchair-accessible surgery or toilet. A dental practice has operated here for more than 60 years.

If you need wheelchair access, please find a practice with suitable facilities before registering: NHS dentist finder. Confirm access directly with the practice.

For other mobility difficulties, or if your access needs change as an existing patient, contact us to discuss safe access, adjustments and continuity of care or alternatives.

Fair treatment and reasonable adjustments

Prabakar, Manager, is our access lead: the contact for access questions and requests. Email mail@bluedentalcare.co.uk for his attention. We consider reasonable adjustments individually and will not unlawfully discriminate.

Staff are not trained to lift or carry patients and cannot provide this assistance. Please discuss any difficulty with steps, stairs or evacuation before attending so that safe arrangements or suitable alternative care can be considered.

Emergency evacuation

Our evacuation routes require the use of steps or stairs. Trained fire marshals will guide and assist people to leave through the fire exits within their training and the practice's emergency arrangements. Staff cannot carry patients.

Please tell Prabakar or reception if you may need assistance to evacuate, including because of mobility, hearing, sight or other needs. We will discuss an individual safe plan before your visit where needed; we do not assume that every person who can enter can evacuate without help.

Information and communication

A hearing loop is available; ask reception to use it when speaking with you. We can print information in large print and arrange translation of our policies into other languages where needed.

Interpreter services, including British Sign Language interpreters, can be arranged. Ask reception first, or speak to your dentist, so that the support can be organised before your appointment.

If you cannot use the telephone, email mail@bluedentalcare.co.uk or WhatsApp 020 7274 3085 to communicate with reception. Tell us about your information and communication needs so we can record, highlight and review them and agree suitable support.

You can call our AI receptionist 24 hours a day to register and book appointments. If you need an adjustment or help with access, contact the practice team by email or WhatsApp.

Contact and feedback

Telephone 020 7274 3085 or email mail@bluedentalcare.co.uk.

If you believe you have been treated unfairly or an adjustment has not been considered, please tell the Manager. For complaints, email complaints@bluedentalcare.co.uk or use another route in our complaints procedure.

Approved by Prabakar, Manager. Effective 28 September 2026. Next review 28 September 2027. Manager title updated for this web edition on 22 November 2026. The booking-service information is also updated in this web edition.