

Inclusion Audit for GPs



How SEND-friendly is your surgery? Complete this self-assessment by scoring each statement as Yes (2), Partly (1) or No (0). Use the results to celebrate strengths and identify opportunities for improvement. Consider each question from the perspective of a young person with SEND visiting your surgery for the first time.



1. Can patients easily find their way around the surgery?

Are signs clear, consistent and easy to understand?



2. Can patients easily find information about reasonable adjustments?

Are available adjustments clearly displayed in the surgery and on your website?



3. Are they actively asked what would make their appointment easier?

Are adjustments routinely offered before patients need to ask?



4. Is information on display boards laid out clearly?

Are information boards organised clearly and not overwhelming?



5. Do patients have choices about the sensory environment?

Can they request changes to lighting, noise or where they wait?



6. Are there different seating and waiting options?

Can patients choose a quieter area or wait somewhere else such as their car?



7. Does the surgery provide enough information before an appointment?

Can patients find information on parking, the layout, what to expect on arrival?



8. Does the surgery involve young people with SEND in improving accessibility?

Does lived experience influence service improvement?

If I were a young person with SEND visiting this surgery for the first time, would I feel confident, comfortable and supported?

Total Score: ____/16

(13–16) Excellent
(9–12) Good foundations
(5–8) Improvement needed
(0–4) Action recommended