

Disability access statement

At 3 one one dental care, we believe that everyone deserves access to high-quality dental care in a safe, respectful and inclusive environment. We are committed to supporting patients with disabilities and additional needs, and we aim to ensure your visit to our practice is as smooth and stress-free as possible.

Access

Our practice is located on the ground floor with some steps up to the front and rear entrances. There is a handrail to assist with the steps at the front of the building and an accessible ramp can be arranged for access at the rear. Our reception and treatment rooms are arranged on one level, allowing easy access for wheelchair users and those with limited mobility.

Accessible facilities

We have an accessible toilet available within the practice, and our waiting area is designed with space to accommodate wheelchairs and mobility aids comfortably.

Parking and transport

We are situated close to public transport links, and there is local parking available nearby. If you have specific requirements for parking close to the entrance, there is a dedicated disabled parking bay available on request.

Assistance and support

Our friendly and experienced team are always happy to assist with mobility or communication needs. We are able to offer longer appointment times if needed and can provide help with completing forms or accessing information in alternative formats where required. If you are attending with a carer or support person, they are of course welcome to accompany you throughout your visit.

Hearing and visual impairments

If you or a family member are deaf, hard of hearing or visually impaired, please let us know ahead of your visit. We will be glad to make any reasonable adjustments, including providing printed materials in larger fonts or ensuring a quiet, well-lit area for communication. A hearing loop is installed in the reception area.

Sensory needs and neurodiversity

We understand that visiting the dentist can feel overwhelming for patients with autism or sensory sensitivities. We're happy to offer a calm, quieter time slot and take extra time to explain procedures in a clear and gentle way. Let us know what would help you feel most comfortable.

Planning your visit

If you have any accessibility concerns or specific requirements, please don't hesitate to contact us before your appointment. We will do everything we can to make sure you feel safe, respected and cared for.

You can reach us by phone on 0208 445 2722 or email reception@311dental.co.uk.

We're always learning and improving, and we welcome feedback from our patients to help us enhance our service.