



**Enter & View
Report**

**Glebelands Practice
2 Glebelands Avenue,
South Woodford, Essex
E18 2AB**

Tuesday 5th September 2017

This report is available to download from our website, in plain text version, **Large Print**, and can be made available in Braille or audio versions if requested.

Please contact us for more details.

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Service Provider	Glebelands Practice 2 Glebelands Avenue, South Woodford, Essex E18 2AB
Contact Details	Practice Manager – Steffi Cacciaguerra
Date/time of visit	Tuesday 5th September 2017, 10:30am – 12:00pm
Type of visit	Announced visit
Authorised representatives undertaking the visits	Chandra Patel Naina Thaker
Contact details	Healthwatch Redbridge 1st Floor, 103 Cranbrook Road Ilford, Essex IG1 4PU 020 3874 4120

Acknowledgements

Healthwatch Redbridge (HWR) would like to thank the staff and patients at Glebelands Practice for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Tuesday 5th September 2017.

Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time of the visits.

What is Enter & View?

Part of the local Healthwatch programme¹ is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

Enter & View is the opportunity for Healthwatch Redbridge to:

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made with the service provider, or, if certain circumstances dictate, as 'unannounced' visits.

Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what a service does well.

Section 221(2) of The Local Government and Public Involvement in Health Act 2007:
<http://www.legislation.gov.uk/ukpga/2007/28/section/221>

Introduction

Healthwatch Redbridge (HWR) is conducting Enter & View visits to all GP practices across Redbridge as part of our work programme during July to October 2017.

Last year, Healthwatch Redbridge organised a series of workshops for practice managers across Redbridge, Havering, Barking and Dagenham to inform them about the Accessible Information Standard². These visits are an opportunity for HWR to discover if the standards have been implemented across the borough.

Accessible Information Standard

This standard aims to ensure that people who have a learning disability, communication impairment or sensory loss are provided with information that they can understand. They should also be able to receive support so that they can communicate effectively with health and social care services.

From 1st August 2016, all organisations that provide NHS or social care must follow the standard by law. For organisations to effectively implement the standard, they need to consider their policies, procedures, human behaviour and where applicable, electronic systems.

Purpose of the visit

The visits were planned to evaluate whether GP practices across Redbridge are implementing the standards thereby ensuring that the needs of people with communication impairments are being met.

In addition to the workshop organised for practice managers, HWR also ran workshops for people with communication impairments. The feedback continues to show that people are not receiving information in a way that they can understand.

An example of when a patient's need was not met was when she asked her GP practice to provide information in large print but they continued to give her regular font. On one occasion, she missed her appointment because the letter that the surgery sent to her was not in the right font meaning she was unable to read it.

² <https://www.england.nhs.uk/wp-content/uploads/2015/07/access-info-upd-july-15.pdf>

NHS England reviewed the Accessible Information Standard during January- March 2017. Their subsequent report³ found that many participants felt that the standard could have a significantly greater impact than it has done to date. This suggests that monitoring its compliance is necessary.

These visits will identify any areas where improvements could benefit patients. There is also an opportunity for Healthwatch to share examples of good practice found in GP surgeries across Redbridge. It is hoped that our findings will support practices in improving their services and making reasonable adjustments to meet patients' health care needs.

Strategic Drivers:

- Part of Healthwatch Redbridge's work plan 2017-18
- Implementation of NHS Accessible Information Standards
- Seldom heard groups and the way in which they are supported to communicate are of particular interest to local Healthwatch.

Methodology

Each Enter & View visit was announced. All 46 GP practices were informed about the visit and given about three weeks' notice of the time period that the visit will take place. The practices were not given the specific time and date but rather given a two week time frame. Information provided prior to the visit included a brief summary of the visit and the role of the attendees.

Prior to the visit, HWR staff members worked with authorised representatives to prepare questions that will be used during the visit. There were three separate set of questions: one for lead staff member, one for other staff members and one for service users.

Each visit involved observing the external and internal areas of the surgery. Representatives had the opportunity to identify any issues or challenges that someone with an impairment might face when using the facilities in the surgery.

Where possible, the representatives spoke to the practice manager, other staff members such as the receptionist and nurses and service

³ <https://www.england.nhs.uk/wp-content/uploads/2017/07/accessible-info-std-review-report.pdf>

users. Due to the specific nature of the visit, it wasn't always possible to speak to patients with communication impairments.

At the end of the visit, staff members were informed that a draft report would be sent to them. A draft report was sent to each GP practice and they were given 20 working days to respond with their comments.

Reviewing website accessibility

In addition to visiting the GP practices, all the practice websites were checked to find out whether they are accessible for people with communication impairments.

Three volunteers assessed each website using a checklist (Appendix 1) devised by HWR staff members. Two of the volunteers who reviewed the website had communication impairments; one of the volunteers was Deaf and the other volunteer has Asperger's Syndrome.

Results of website review

- It is not possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- The images on the website have text descriptions explaining what the image is about.
- The website does not have a "sitemap" button.
- It is not entirely possible to navigate the whole website without a mouse.
- There is no audio content on the website.
- Information on the website is written in plain English.

Results of the visit

Observations made outside the premises:

- There are signs on both entrances to the surgery.
- Signage to the entrance with a ramp is clear and easy to see whilst signage to the other entrance with steps is obstructed.
- There are two accessible parking spaces available close to the entrance of the surgery.
- A ramp is available but there is no assistance bell. The edge of the ramp is highlighted thus making it easier for someone with a visual impairment to notice the ramp.

Observations made inside the premises:

- There is a trip hazard at the door entrance. The surgery has put a small piece of hazard tape at the bottom of the door frame.
- No trip hazards were identified inside the premises.
- There are signs in the surgery informing patients about the direction to the consulting rooms. The doctors' names are on the consulting room doors.
- Posters on the wall are spaced out adequately and are not overlapping.
- There was a poster asking patients about whether they have any comments, suggestions or complaints. This was written in a regular font size. It did not mention that patients can ask for alternative formats such as large print.
- There is a hearing loop sign in reception.
- An electronic screen is not available to inform patients of their appointment. The doctor comes out to call the patients.
- There is a poster informing patients that they can tell staff members about their communication needs.
- Also there is a poster informing patients that they can access information on the NHS Health check in formats such as braille, easy read and audio.
- There is no fire alarm. A bell is used to alert staff members and patients in the case of an emergency.
- The fire exits are clearly signed in words and pictures.
- The stairs inside the surgery is highlighted used a black and yellow tape thereby enabling patients to notice the step.

Speaking to the practice manager

- The practice manager said that patients are asked about their communication needs when they first register at the surgery. The representative was shown the registration form which asks the patient whether they require any communication support from the practice.
- If existing patients have communication needs, this will be noted on the system and this will be automatically flagged up when they visit the surgery.
- The surgery uses EMIS database⁴.
- When a patient presents at reception, the information flags up in red writing.
- The doctors and nurses are informed of the patient's communication needs by the computer which flags up when the patient's name is entered into the system.
- The surgery has a portable hearing loop. A representative checked the hearing loop using a hearing loop checker and it was working.
- The hearing loop was last checked about five months ago.
- Staff have been provided with training on how to use the hearing loop.
- Patients are made aware of the hearing loop due to the signs and stickers available in the reception area.
- Staff have not been provided with training on how to support patients with communication needs.
- The surgery is able to access BSL interpreters.
- The surgery does not have a communications book.
- If the next of kin/carer of the patient has any communication needs, this information is noted on the computer system.

⁴ EMIS is an electronic patient health record system used by many GPs

Speaking to staff

Representatives spoke to two members of staff during the visit.

- Both staff members said that they are aware of the Accessible Information Standard. They regularly update the information using resources available online.
- One staff member said that she has received both online and face to face training on how to support people with visual impairments, hearing impairments and learning disabilities.
- One staff member said that she has not received any specialist training on supporting patients with communication needs.
- Patients with communication needs are identified on the computer system.
- When asked about how a patient with a hearing impairment would know when it is their turn, the staff members said the patient will be informed by the doctor when it is time for their appointment.
- Both staff members confirmed that there is a portable hearing loop.
- In terms of providing information for someone with a hearing impairment, staff members said that they would send text messages to the person on book an interpreter for the patient.
- For a patient with a visual impairment, staff members would provide large print information. They have some information available in braille.
- One staff member was unaware of how to provide information for someone with a learning disability. The other staff member said that she can provide easy read documents and send big font letters.
- The surgery does not have a communications book.
- In the case of an emergency, a member of staff will escort patients out of the building.

Speaking to patients

Representatives spoke to five patients during the visit.

- Four patients said that they were unable to recall whether they had previously been asked about their communication needs.
- One patient said that he was asked whether he had a hearing impairment. Staff members asked him about this verbally.
- All the patients that the representatives spoke to did not have any communication needs and were unable to provide any further information.

Recommendations

1. To make the website more accessible, patients should be able to:
 - Change the size of the text; some people with a visual impairment need information in a large font size.
 - Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.
 - Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.
 - Use the sitemap button, as this will make it easier for people with communication impairments to find information on the website.
 - Access website information via screen readers and translation software (such as Browesaloud®⁵) especially for people with visual impairments.

Provider Response:

I have spoken to website provider to try to get points raised by yourselves looked into. Will update website when this has been done.

2. Signage to the premises should be large and clear.

Provider Response:

Awaiting refurbishment and signage will be changed once refurbishment has been carried out.

3. A Communications Handbook⁶ with basic images of common BSL and Makaton symbols should be available in the reception enabling staff to communicate more effectively with patients who have communication impairments.

Provider Response:

Naina from Healthwatch has promised to let us know where we can buy a Hospital Communication Book. We are waiting for her instructions. We have printed out example as per the recommendations.

⁵ <https://www.texthelp.com/en-gb/products/browsealoud/>

⁶ Example of a standard hospital communication book can be found at:

<http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

4. Visual impairment and deaf awareness training should be provided for all staff members as an annual roll on programme. This would enable staff to know how to communicate better with a deaf/blind person.

Provider Response:

We have looked into training and will send staff as needed.

5. All staff members should be trained on how to provide information in an accessible format for patients with learning disabilities.

Provider Response:

Staff have been provided with training - one staff member who was questioned had just started and had not yet had the training.

6. The surgery should have a complaints/compliments procedure displayed on the noticeboard and this should be available in a variety of formats such as large print for patients.

Provider Response:

Complaints procedure is visible in the waiting room and we have now put it up in large print.

7. It would be useful for the surgery to have an electronic screen to inform patients when it is time for their appointment. The screen should also have audio information for people who have a visual impairment.

Provider Response:

An electronic call system has been installed in the waiting room.

Service Provider Responses

We would like to thank Glebelands Practice for the responses made and Healthwatch Redbridge has incorporated them within this report.

Distribution

- Glebelands Practice
- Redbridge Clinical Commissioning Group
- Barking, Havering and Redbridge Quality Surveillance Group
- Care Quality Commission
- Healthwatch England

Appendix 1 - Website accessibility checklist

Website accessibility checklist

Questions	Yes	No
Can you change the text size?	Yes	No
	Comments	
Can you change the colour of the background?	Yes	No
	Comments	
Does the website have a "sitemap" button?	Yes	No
	Comments	
Are there keyboard shortcuts? / Can you navigate the website without a mouse?	Yes	No
	Comments	
Does the website have audio content?	Yes	No
	Comments	
Is the website content written in "plain English"?	Yes	No
	Comments	
Additional comment		

Appendix 2 - Observation sheets

GUIDANCE For Enter & View to GP Surgeries Re: Accessible Information

Observation Checklist

Name of Surgery: _____

Name of Authorised Representative: _____

Date: _____



Observations/Questions	Yes	No
Getting to the Service: There is sufficient and clear signage to the premises being visited: signs are clear, unobstructed and easily readable	Yes Comments:	No Comments:
There is accessible & sufficient parking available close to the entrance - drop off point directly outside the entrance	Yes Comments:	No Comments:
A ramp/lift is available, or there is a working assistance bell - <i>Edge of ramp highlighted to keep people off uneven surface</i>	Yes Comments:	No Comments:
Fire alarms have a light as well as sound	Yes Comments:	No Comments:
Fire exits clearly signed in various formats. Words Pictures	Yes Comments:	No Comments:
Within the premises: Are there trip hazards/sharp edges/furniture in pathway (both permanent & temporary)	Yes Comments:	No Comments:

Signs in various formats including pictures (e.g. on toilet doors - are they clear/contrasting/pictures)	Yes Comments:	No Comments:
Interaction between staff and service users; are they facing service user whilst talking to them using body language to communicate as well as verbal communication, is plain language - is plain language used	Yes Comments:	No Comments:
Complaint/compliments procedure information is available in alternative formats - for patients & relatives - is it on the noticeboard	Yes Comments:	No Comments:
Are the noticeboards cluttered, and are the notices easily legible	Yes Comments:	No Comments:
Is there a hearing loop sign?	Yes Comments:	No Comments:
Does the surgery have an electronic screen to inform patients of their appointment - if so what colour are the screen and writing - does it show room no. Doctor name - is it audio as well as visual		
Further Comments: Please provide any relevant information about accessible information		

Appendix 3 - Questions for lead staff

Questions for MANAGER/PERSON IN CHARGE at

GP Surgery

Name of Surgery: _____
 Name of lead manager: _____
 Name of Authorised Representatives: _____
 Date: _____

	Yes	No
1. Are patients asked about their communication needs when they first register at the surgery? For example: <ul style="list-style-type: none"> Are they asked if they have difficulties with sight/hearing? Are they asked if they have a learning disability? 	Please explain	
2. What have you put in place for existing patients to ensure that you are aware of their communication needs?	Comments	
3. How are these needs recorded if they have any?	Comments	
<i>NOTE FOR REFS: If the manager seems unsure you can prompt them with the following questions: Are they recorded on a database? Or by any other means?</i>		
4. When a patient presents at reception, is there a 'pop up' which flags their needs?	Yes	No
	Comments	
5. If yes, what system do you use?	Comments	
6. If there is no system in place can you explain the reasons for this?	Comments	

	Yes	No
7. Is there a process in place to ensure that the doctor/nurse dealing with the patient whilst they are in the surgery are aware of their communication needs before they start to interact with them?	Comments	
8. Is there a hearing loop in the surgery, if there is what type of loop is it? <ul style="list-style-type: none"> Fixed/Portable/Both 	Comments	
9. Have staff been provided with training on how to use it?	Yes	No
	Comments	
10. Are patients made aware that a hearing loop is available?	Yes	No
	Comments	
11. What training is provided to support all staff to communicate effectively with patients? Deaf awareness training Communication training Dementia awareness Easy read training	Last date of training Yes Yes Yes Yes	No No No No
	Comments	
12. How often do you have this training?	Comments	
13. Is information available in different formats to make it accessible to all patients and are patients aware of this? For example: large print, easy read, Braille, Audio. <i>NOTE FOR REFS: Please ask to see examples of this if possible and comment on what you have seen</i>	Yes	No
	Comments	
14. What format do you provide for people with: a. Hearing impairment b. Visual impairment c. Learning disabilities	Comments	

	Yes	No
15. Are you able to access: <ul style="list-style-type: none"> BSL (British Sign Language) interpreters Signalong (based on BSL) MAKATON (a language programme using signs and symbols to help people to communicate) 	Yes Comments	No Comments
16. Where/which organisations might you access the above if you use them?	Comments	
17. Do you have a communication book? <i>NOTE FOR REFS: If they have one, please ask to see it and comment on what you have seen</i>	Yes	No
	Comments	
18. If the next of kin/carer of the patient had any communication needs, is information provided to them in a format that is accessible to them?	Yes	No
	Comments	
19. How would you know this and would it be on the patients records?	Comments	
20. Is there anything you would like to share with Healthwatch Redbridge?	Comments	

Information for Manager when leaving

Inform them that we will send a copy of the report within 20 working days for your comments & corrections if necessary.

Appendix 4 - Questions for other staff

Questions for STAFF in GP Surgery

Name of Surgery: _____

Name of Authorised Representatives: _____

Dates: _____

	Yes	No
1. Are you aware of the Accessible Information Standard (AIS)?	Comments	
2. Have you been provided with training on how to support patients with:		
NOTE FOR REPS: If they answer yes, please ask what type of training it was and tick the appropriate box		
• Visual impairments: blind & partially sighted	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Hearing impairments: profoundly deaf & hard of hearing	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Learning Disabilities	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
3. Do you feel that you would benefit from any other training with regard to AIS?	Yes	No
	Comments	
4. How would a patient that has a specific need be identified? i.e. had hearing impairments, visual impairments or learning disability?		
• Would it be flagged up on the computer system <input type="checkbox"/>		
• Electronic system <input type="checkbox"/>		
• A card provided by surgery they show to staff on arrival <input type="checkbox"/>		
5. How would a patient with a hearing impairment know that they had been called for their appointment?	Comments	
Please ask staff member to describe this		

	Yes	No
6. Is there a hearing loop in the surgery, if there is what type of loop is it?	Yes	No
• Fixed/Portable/Both	Comments	
7. Are you aware of the ways that information should be provided for people with:	Yes	No
• hearing impairments	Comments	
• visual impairments	Yes	No
• learning disability?	Comments	
if yes, what are they?		
NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them.		
• Hearing impairments - British sign language, subtitles on TV		
• Visual impairments - Large print or audio		
• Learning disabilities - Easy Read		
8. Do you have a communications book?	Yes	No
	Comments	
NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen		
9. If there was a fire or emergency do you know if there is an appropriate alarm for those with hearing impairments? If yes, what is it? If possible, can you show us?		
• Flashing red light		
10. In the event of a fire, what is the procedure for evacuating those who are Deaf or Blind?	Comments	
11. Has there been a fire drill and if yes, did it flag up any problems?	Yes	No
	Comments	
12. Is there anything you would like to share with Healthwatch Redbridge?	Comments	

Appendix 5 - Questions for Patients

Questions for PATIENTS at GP Surgery

Name of Surgery: _____

Name of Authorised Representatives: _____

Date: _____

<p>1. When you registered at the surgery were you asked SPECIFICALLY if you had any:</p> <ul style="list-style-type: none"> • hearing problems • problems with your sight • Or needed easy read information? 	<p>Yes Comments</p> <p>No Comments</p> <p>Yes Comments</p> <p>No Comments</p>
<p>2. How were you asked about this?</p>	
<p>3. Do you HAVE a communication need such as those mentioned above?</p> <p><i>NOTE FOR REPS: If the patient answers yes, please continue with the questions, if they answer no, please say "we are here today to speak to patients with communication needs, so we don't need to keep you any longer. Thank you."</i></p>	<p>Yes Comments - Please state</p> <p>No</p>
<p>4. Are staff aware of your communication needs?</p>	<p>Yes Please explain</p> <p>No</p>
<p>5. Do you feel that reception staff are able to help you effectively according to your communication needs?</p>	<p>Yes Please explain</p> <p>No</p>

<p>5a. Do you feel that the doctors are able to help you effectively according to your communication needs?</p>	<p>Yes Please explain</p> <p>No Please explain</p>
<p>5b. Do you feel that the nurses are able to help you effectively according to your communication needs?</p>	<p>Yes Please explain</p> <p>No Please explain</p>
<p>6. If not, how do you feel this could be improved?</p>	<p>Comments</p>
<p>7. What, if anything can be done to improve the way information is provided to you? For example:</p> <ul style="list-style-type: none"> • large print, • audio (spoken/recorded information) • easy read 	<p>Comments</p>
<p>8. Has there ever been a time when your communication needs have not been met? For example, when being called for an appointment or provided with written information</p>	<p>Yes No Please explain</p>
<p>9. Is there anything else you would like to talk to us about?</p>	<p>_____</p>

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