



**Enter & View
Report**



**Seven Kings Practice
Seven Kings Health Centre
1 Salisbury Road,
Ilford, Essex
IG3 8BG**

Monday 17th July 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	Seven Kings Practice Seven Kings Health Centre 1 Salisbury Road, Ilford, Essex IG3 8BG
Contact Details	Practice manager- Norah Sennett
Date/time of visit	Monday 17th July 2017, 10.30am -12.30pm
Type of visit	Announced visit
Authorised representatives undertaking the visits	Anne Bertrand Miranda Peers
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 Seven Kings Practice for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Monday 17th July 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 thus meaning that 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 users. Due to the specific nature of the visit, it wasn't always possible to speak to patients with communication impairments.

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

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

The surgery does not have a website.

Results of the visit

Observations made outside the premises:

- There is sufficient and clear signage to the premises. Signage says 'Seven Kings Health Centre' however there are two surgeries inside the building.
- The patient will not know this until they get into the building where there are two reception desks for the different practices.
- Parking is only available for residents. There is no parking for patients outside the health centre.
- There is a ramp available at both entrances however it is not highlighted. Highlighting the edges of the ramp makes it easier for people with visual impairments to notice the ramp.

Observations made inside the premises:

- Once inside the building, it is easy to identify the reception area for the surgery. There is clear signage at the top of the reception desk.
- The waiting area is shared with the other surgery in the building.
- Representatives were unable to witness any interaction between staff and service users. The receptionist sits facing the patients but there is a screen in front of the receptionist. This could make it more difficult for a Deaf person to lip read when interacting with the receptionist.
- There was a trip hazard by the first door entrance.
- There was a hearing loop sign but representatives were told it was not currently working.
- The noticeboards were not cluttered but most of the information was written in a regular font size.
- The complaints procedure is on the noticeboard. It is only available in a regular font size and does not mention that it is available in alternative formats such as large print. When the representative asked the receptionist, she said that they can provide the complaints procedure in other formats such as large print.
- The fire alarm has a flashing light as well as sound.
- The fire exits are clearly signed with words and pictures.
- There was no poster about the Accessible Information Standard asking people to inform staff about their communication needs.
- The surgery does not have an electronic screen to inform patients when it is time for their appointment.

Speaking to the practice manager

The representative spoke to the assistant manager because the manager was not in during the visit.

- Patients are asked about their communication needs when they first register at the surgery. There is an EMIS system.
- There is a flagging system available on the computer when a patient presents at reception. Staff members are alerted of the patient's communication needs on the computer.
- There is a fixed hearing loop but it is not currently working. This issue has been reported to NELFT.
- Staff have been provided with training on how to use the hearing loop.
- The assistant manager said that patients are not informed that a hearing loop is available. However, there is a poster in reception.
- Staff have not been provided with training on supporting patients with communication impairments. They have never received training on deaf awareness, communication training, dementia awareness and easy read training.
- Patients are provided with information in different formats to ensure that they understand the information that is provided to them.
- The practice is unable to access BSL interpreters, signalong and Makaton.
- The assistant manager said that there is no communication book and there is no need for it.
- If necessary, the next of kin/carer will be provided with information in a way that they can understand. This would be noted on the EMIS system.

Speaking to other staff (receptionists)

Representatives spoke to one member of staff during the visit.

- The staff member was unaware of the Accessible Information Standard.
- Staff have not been provided with training on how to support patients with visual impairments, hearing impairments and learning disabilities.
- Patients with specific needs are identified on the computer system.
- When asked how a patient with a hearing impairment would know that they had been called for an appointment, the staff member said that most of the patients are known to staff and if there was no response then staff would go into the waiting room.
- There is a fixed hearing loop.
- There is no communication book but this might be useful.

- The fire alarm has a flashing red light as well as the sound. In the event of a fire, staff will alert the patient and assist them out of the building.

Speaking to patients

Representatives spoke to five patients during the visit.

- Three of the patients said that they were not asked about their communication needs whilst two of the patients said that they could not remember whether they were asked, as they registered many years ago.
- One patient attending with her husband had both a visual and hearing impairment. She said that staff are unaware of her communication needs. She also said she felt that the reception staff were able to help her effectively in some cases. She mentioned an instance whereby the receptionist 'googled' information for her.
 - The patient's first language is Bengali so she would need the information translated then provided in large print.
 - Overall, she said that her communication needs are met by staff members.

Recommendations

1. The surgery should consider having a website so that patients can access any necessary information on there. This website should be accessible to people with communication impairments.

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.
 - Access website information via screen readers and translation software (such as Browesaloud®⁴) especially for people with visual impairments.
2. A Communications handbook⁵ with basic images of common BSL and Makaton symbols would be beneficial if available in the reception area enabling staff to communicate more effectively with patients who have communication impairments.
 3. Although we understand that staff may have a good relationship with people who have communication impairments, it is important that there are formal procedures in place to support patients effectively. This is particularly important because when staff leave then new staff members may not know about the needs of the patients.
 4. Staff should receive training and information on AIS.
 5. 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.
 6. Staff should be trained in how to provide information in an accessible format for patients with learning disabilities.
 7. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.

⁴ <https://www.texthelp.com/en-gb/products/browsealoud/>

⁵ Example of a standard hospital communication book can be found at:

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

8. The surgery should consider displaying a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.
9. 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.
10. The surgery should consider adding the names of both surgeries to the sign on the main entrance.
11. The surgery should consider marking the edge of the ramp to ensure that people with visual impairments are able to see it.
12. The surgery needs to put a procedure in place to identify communication needs of existing patients.

Service Provider Responses

No response was received from Seven Kings Practice.

Distribution

- Seven Kings 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? 	Yes	No 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? <i>NOTE FOR REPS: 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>	Comments	
4. When a patient presents at reception, is there a 'pop up' which flags their needs?	Yes	No
5. If yes, what system do you use?	Comments	Comments
6. If there is no system in place can you explain the reasons for this?	Comments	Comments

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	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	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
10. Are patients made aware that a hearing loop is available?	Yes	No
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 No Yes No Yes No
12. How often do you have this training?	Comments	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 REPS: 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	

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	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 REPS: If they have one, please ask to see it and comment on what you have seen</i>	Yes	No
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
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.

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Appendix 4 - Questions for other staff

Questions for STAFF in GP Surgery

Name of Surgery: _____

Name of Authorised Representatives: _____

Dates: _____

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

	Yes	No
	Comments	Comments
6. Is there a hearing loop in the surgery, if there is what type of loop is it?		
• Fixed/Portable/Both		
7. Are you aware of the ways that information should be provided for people with:		
• hearing impairments	Yes	No
	Comments	Comments
• visual impairments	Yes	No
	Comments	Comments
• Learning disability?	Yes	No
If yes, what are they?	Comments	Comments
<i>NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them.</i>		
• 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	Comments
<i>NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen</i>		
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	Comments
11. Has there been a fire drill and if yes, did it flag up any problems?	Yes	No
	Comments	Comments
12. Is there anything you would like to share with Healthwatch Redbridge?	Comments	Comments

Appendix 5 - Questions for Patients

Questions for PATIENTS at GP Surgery

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

1. When you registered at the surgery were you asked SPECIFICALLY if you had any: <ul style="list-style-type: none"> • hearing problems • problems with your sight • Or needed easy read information? 	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Comments</td> <td style="text-align: center;">Comments</td> </tr> </table>	Yes	No	Comments	Comments
Yes	No				
Comments	Comments				
2. How were you asked about this?					
3. Do you HAVE a communication need such as those mentioned above? <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>	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Comments - Please state</td> <td></td> </tr> </table>	Yes	No	Comments - Please state	
Yes	No				
Comments - Please state					
4. Are staff aware of your communication needs?	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	No				
Please explain					
5. Do you feel that reception staff are able to help you effectively according to your communication needs?	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	No				
Please explain					

5a. Do you feel that the doctors are able to help you effectively according to your communication needs? 5b. Do you feel that the nurses are able to help you effectively according to your communication needs?	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Please explain</td> <td style="text-align: center;">Please explain</td> </tr> </table>	Yes	No	Please explain	Please explain
Yes	No				
Please explain	Please explain				
6. If not, how do you feel this could be improved?	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	No				
Please explain					
7. What, if anything can be done to improve the way information is provided to you? For example: <ul style="list-style-type: none"> • large print, • audio (spoken/recorded information) • easy read 	<table border="0"> <tr> <td style="text-align: center;">Comments</td> <td></td> </tr> </table>	Comments			
Comments					
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	<table border="0"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Please explain</td> <td style="text-align: center;">Please explain</td> </tr> </table>	Yes	No	Please explain	Please explain
Yes	No				
Please explain	Please explain				
9. Is there anything else you would like to talk to us about?	<table border="0"> <tr> <td style="text-align: center;"> </td> <td></td> </tr> </table>				

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