



**Enter & View
Report**



**The Doctor's House
40 Cameron Road,
Ilford, Essex
IG3 8LF**

Tuesday 18th 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.

www.healthwatchredbridge.co.uk

020 3874 4120

info@healthwatchredbridge.co.uk

Service Provider	The Doctor's House 40 Cameron Road, Ilford, Essex IG3 8LF
Contact Details	Practice manager- Chrystal Dearlove
Date/time of visit	Tuesday 18th July 2017 , 10am -12:00pm
Type of visit	Announced visit
Authorised representatives undertaking the visits	Hyacinth Osborne David Marks Miranda Peers (staff support)
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 The Doctor's House for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Tuesday 18th 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

- It is possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- The images have text descriptions explaining what the image is about.
- The website has a "sitemap" button.
- It is 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:

- Signage to the premises is in a small font, which cannot be seen from a distance.
- Patients can only access the surgery using the entrance on Elgin Road and there is some information about this on board on Cameron Road however this is written in a small font.
- There is parking available on the streets but there is no specific parking for patients. Patients can be dropped off near the surgery.
- There is a ramp at the main entrance but this is not the patient's entrance. The ramp does not have a handrail.
- The patient entrance has four stairs and is fairly narrow.

Observations made inside the premises:

- There is a trip hazard at the entrance; the doorframe has lifted up.
- The representatives observed an interaction between staff and a patient whose first language was not English. The staff member provided clear spoken information.
- The noticeboards were not cluttered. The individual notices were visible and each noticeboard had a heading.
- There was no information on the board suggesting that patients can receive information in alternative formats such as large print.
- The complaints/compliments procedure was not available on the noticeboard. A patient told the authorised representative that you have to ask staff members for it.
- One authorised representative asked the receptionist for a copy of the complaints procedure and this was provided. The procedure was only available in a regular font but staff said that they could provide the complaints procedure in another format such as large print if required.
- Signs in the premises were clear and easy to understand.
- Regular fire exit signs were available above the patient entrance door. There was also a sign in the corridor pointing to the main entrance.
- A sign explaining that the surgery had a hearing loop was displayed on the window of the reception.
- The fire alarm does not have flashing lights. The receptionist was unsure whether the alarm in the premises was a fire or smoke alarm. She asked another staff member who was unsure about this.
- The alarm was in the corridor and there was no alarm in the waiting room.
- A TV screen is available in the waiting area. The background is blue, with black and white writing displayed across the screen. A beep sound is made to alert patients when it is their turn.

Speaking to the practice manager

- Patients are asked about their communication needs when they first register at the surgery. The manager said that she also gives patients her email address so that they can contact her about making an appointment if necessary.
- There is a 'pop up' system on the computer which identifies whether a patient has a communication need when they present in reception.
- The nurse or doctor is informed if the patient has additional needs. Elderly people and people with learning disabilities are given double appointments.
- There is a portable hearing loop system in reception. A representative checked the hearing loop and it was working.
- The practice manager said that staff members have been provided with training on how to use it.
- The hearing loop system has instructions which the manager reads then she trains staff members.
- Patients are made aware of the hearing loop due to the sign in reception.
- The manager said that training has been provided to staff members so that they are able to support patients with additional communication needs.
- Staff have had deaf awareness training, communication training and easy read training. This training was provided online.
- When asked about availability of information in different formats, the manager said that information can be provided in large print. They are unable to provide braille for patients.
- The practice is able to access BSL interpreters using Big Word⁴.
- There is no communications book available. The manager said that she has never seen one.
- The manager said that they are able to record the communication needs of the next of kin/carer of the patient.

Speaking to other staff (receptionists)

The authorised representatives spoke to one staff member.

- The staff member was aware of the Accessible Information Standard.
- She said that she had not been provided with online or face-to-face training on how to support patients with visual impairment, hearing impairment or learning disabilities. She said she uses her common sense to support patients.
- She said that she felt staff would benefit from training regarding AIS.

⁴ <https://en-gb.thebigword.com/>

- Patients with specific needs are identified using the computer system, which flags when a patient presents at reception.
- When asked about how a patient with a hearing impairment would know when it is their turn, the staff member said that the receptionist would go to the patient to inform him/her.
- There is a hearing loop in the surgery. On 31st August, a representative checked the hearing loop and it was working adequately.
- There is no communications book.
- The fire alarm does not have flashing lights. There are two fire marshals to support patients in the case of a fire.
- There has been a fire drill for just staff members but not patients.

Speaking to patients

The representatives spoke to five patients.

- One of the patients said that he cannot remember if he was asked about his communication needs, one patient said that she was not asked whilst another person said that she was unsure but she does not think she was asked.
- Two of the patients said that they were asked about their communication needs.
- The authorised representative spoke to one patient with a communication impairment. The patient was profoundly Deaf and the authorised representative communicated with his mum.
- His mum said that staff members were aware of his communication needs.
- When her son comes in to the practice alone, the staff know that he needs to show his prescription information on his phone to communicate.
- She felt that the doctors are able to communicate effectively with her son. The surgery provides an interpreter when she books an appointment in advance.
- When asked about an occasion when his needs were not met, his mum mentioned an occasion when an interpreter was not provided. Fortunately his mum was available so she interpreted for her son. She said that this is not ideal now as he is older and there are certain issues that he doesn't want to discuss in front of his mum.

Recommendations

1. To make the website more accessible, patients should be able to:
 - Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.
 - Access website information via screen readers and translation software (such as Browesaloud®⁵) especially for people with visual impairments.
2. A Communications handbook⁶ with basic images of common BSL and Makaton symbols should be available in the reception thus enabling staff to communicate more effectively with patients who have communication impairments.
3. 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.
4. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.
5. The complaints/compliments procedure should be available on the noticeboard in a variety of formats such as large print for patients.
6. The surgery should put a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.
7. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.
8. The doorframe at the entrance should be fixed, as this is a hazard for patients.
9. Headings on the noticeboards should be enlarged making it easier for patients to see it.
10. The surgery might consider installing a fire alarm with flashing lights. This will allow Deaf people to know when the fire alarm goes off.

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>

11. It would be useful for the TV screen to also call out the patients name for their appointment. This will allow patients with visual impairments to know when it is their turn. If this is not possible then staff should ensure that they approach the patient when it is time for their appointment.
12. The surgery should consider putting up a clear sign showing the entrance to the surgery.

Service Provider Responses

No response was received from Doctor's House Medical Practice.

Distribution

- Doctor's House Medical 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	
6. If there is no system in place can you explain the reasons for this?	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	
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 Yes Yes Yes	No No No No
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 REPS: Please ask to see examples of this if possible and comment on what you have seen</i>	Yes	No
14. What format do you provide for people with: a. Hearing impairment b. Visual impairment c. Learning disabilities	Comments	

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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 Comments	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 Comments	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.

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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 Comments	No Comments
1. Are you aware of the Accessible Information Standard (AIS)?		
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		
<ul style="list-style-type: none"> Visual impairments: blind & partially sighted On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	No Comments
<ul style="list-style-type: none"> Hearing impairments: profoundly deaf & hard of hearing On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	No Comments
<ul style="list-style-type: none"> Learning Disabilities On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	No Comments
3. Do you feel that you would benefit from any other training with regard to AIS?	Yes Comments	No Comments
4. How would a patient that has a specific need be identified? <input type="checkbox"/> If had hearing impairments, visual impairments or learning disability?	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Comments
5. How would a patient with a hearing impairment know that they had been called for their appointment? Please ask staff member to describe this	Comments	Comments

6. 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 	Yes Comments	No Comments
7. Are you aware of the ways that information should be provided for people with: <ul style="list-style-type: none"> hearing impairments visual impairments learning disability? If yes, what are they? NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them. <ul style="list-style-type: none"> Hearing impairments - British sign language, subtitles on TV Visual impairments - Large print or audio Learning disabilities - Easy Read 	Yes Comments	No Comments
8. Do you have a communications book? NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen	Yes No Comments	Comments
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? <ul style="list-style-type: none"> Flashing red light 	Comments	Comments
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 Comments	No 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: • hearing problems • problems with your sight • Or needed easy read information?	Yes	No
	Comments	Comments
	Yes	No
2. How were you asked about this?	Yes	No
	Comments	Comments
	Yes	No
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>	Yes	No
	Comments - Please state	
	Yes	No
4. Are staff aware of your communication needs?	Yes	No
	Please explain	
	Yes	No
5. Do you feel that reception staff are able to help you effectively according to your communication needs?	Yes	No
	Please explain	
	Yes	No

5a. Do you feel that the doctors are able to help you effectively according to your communication needs?	Yes	No
	Please explain	
5b. Do you feel that the nurses are able to help you effectively according to your communication needs?	Yes	No
	Please explain	
6. If not, how do you feel this could be improved?	Comments	
	Comments	
7. What, if anything can be done to improve the way information is provided to you? For example: • large print, • audio (spoken/recorded information) • easy read	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	Yes	No
	Please explain	
9. Is there anything else you would like to talk to us about?	Comments	
	Comments	

Healthwatch Redbridge

1st Floor,
103 Cranbrook Road
Ilford, Essex IG1 4PU

020 3874 4120

info@healthwatchredbridge.co.uk
www.healthwatchRedbridge.co.uk