

Cranbrook Surgery

Practice Manager: Karen Wilson

Authorised representatives: Sally Curtis and Jacqueline Wilson

Date of visit: 22/08/2018

Recommendations made in original report	Provider Response	Comments from Review
<p>1. To make the website more accessible, patients should be able to:</p> <ul style="list-style-type: none">○ 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	<p>We have contacted our website provider with the suggestions made for the website, we are awaiting a response as to whether or not they can accommodate.</p>	<p>The practice manager informed the representatives that changes have been made to the website.</p>

<p>blind/partially sighted with mobility impairments rely on the keyboard.</p> <ul style="list-style-type: none"> ○ 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) especially for people with visual impairments. 		
<p>2. A Communications Handbook 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.</p>	<p>I have already contacted Healthwatch Redbridge regarding how to acquire a "communications handbook" for another surgery following an enter and view.</p>	<p>There is now a communications book which is very detailed and has photos in it.</p>

<p>3. Although we understand that people with communication needs often attend appointments with their carers; staff should reduce reliance on carers, family and friends to relay information to the individual. This is because it compromises a patients' right to privacy and dignity.</p>	<p>We have communication information available in easy read format for those with learning difficulties, this is held in the same folder on the computer as the information in large print.</p>	<p>Alternative arrangements have been made including the availability of chaperones and information in different formats.</p>
<p>4. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.</p>	<p>We now advertise that the complaints procedure is available in large print format.</p>	<p>This is now available in a large print format.</p>
<p>5. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop.</p>	<p>We have a hearing loop in the surgery with signage.</p>	<p>There is a portable hearing loop in the reception area. Staff have been trained on how to use the hearing loop.</p>
<p>6. 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</p>	<p>The electronic screen has now been installed.</p>	<p>The electronic screen also calls out the name of the patient.</p>

for people who have a visual impairment.		
7. The surgery should consider reducing the amount of information on the wall.	We have re structured the information available on the walls	The noticeboard has been restructured and the information is a lot tidier.