

Fullwell Cross Medical Centre

Practice Manager: Andrew Watson

Authorised representatives: Miranda Peers (Staff member) & Isabel Harvey

Date of visit: 18th June 2018

Recommendations made in original reports	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 colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background.• Navigate the whole website without a mouse because some people who are blind/partially sighted with mobility impairments rely on the keyboard.• Access website information via screen reader and translation software (such as Browesaloud) especially for people with visual impairments.	<p>No response</p>	<p>Representatives were informed that the website has the facility to enlarge the font and change the background. However, the practice manager said Browesaloud is not available at present.</p>

<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>No response</p>	<p>There is a communications book available in the form of a folder with signs and symbols to enable patients to communicate.</p> <p>At the review Healthwatch agreed to provide information as to where the communications book can be obtained.</p>
<p>3. Staff should receive training on AIS.</p>	<p>No response</p>	<p>The practice manager said staff have undergone Accessible Information Standard training. This is done online via Bluestream and revised annually.</p>
<p>4. Visual impairment and deaf awareness training should be provided for all staff members as an annual rolling programme. This would enable staff to know how to communicate better with a deaf/blind person.</p>	<p>No response</p>	<p>Staff members have undergone visual impairment and deaf awareness training via Bluestream, this is reviewed annually.</p>
<p>5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities</p>	<p>No response</p>	<p>Training provided by Bluestream has covered this.</p>
<p>6. Patients should be informed that they can get the complaints/compliments procedure</p>	<p>No response</p>	<p>The complaints procedure is not available on the noticeboard. This procedure is not available in easy read at present.</p>

in different formats such as large print and audio.		
7. The surgery should put a poster about the Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.	No response	The poster is not available on the noticeboard. HWR is going to send the poster to the practice manager.
8. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.	No response	The practice manger said a flashing light has not been installed. He said they are awaiting NHS Property services to attend to this as the building does not belong to the practice.
9. The surgery should consider highlighting the edge of the ramp so that it is easier for people with visual impairments to notice it.	No response	This is in the process of being completed. The surgery is awaiting the organisation who will be highlighting the edge of the ramp.
10. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.	No response	The practice manager said there are 2 fire marshals to cover the building and they would be responsible for assisting Deaf people out of the building in the case of fire.