



**Enter & View
Report**

**York Road Surgery
55 York Road,
Ilford, Essex
IG1 3AF**

Tuesday 10th October 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	York Road Surgery 55 York Road, Ilford, Essex IG1 3AF
Contact Details	Practice manager- Manit Dhesi
Date/time of visit	Tuesday 10th October 2017, 10.30am -12.00pm
Type of visit	Announced visit
Authorised representatives undertaking the visits	Athena Daniels 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 York Road Surgery for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Tuesday 10th October 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 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 not possible to change the size of the text on the website.
- The colour of background cannot be changed.
- The images have text descriptions explaining what the image is about.
- The website does not have a "sitemap" button.
- It is not possible to navigate the 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 is a sign in front of the surgery with the name of the surgery. It is written in a black font on white background.
- Signage is clear but can only be seen when standing in front of the building. It would be difficult to see the sign from a distance.
- No accessible parking is available. There is a double yellow line right outside the surgery. There is a dropped kerb with a single yellow line just down/along from the surgery where someone could be dropped off to give level/flat access.

Provider response:

We have accessible parking available and as informed during the visit - Due to Rail works the disabled parking has been moved across the road (Not in our hands) If required reception is informed and parking space is made available in front of the surgery.

There is double yellow line in front of the surgery but there is no single yellow line on the side of the drop kerb. Clients who need to be dropped near the front door can do so.

- Level entrance to the building so a ramp/lift is not necessary.
- There is a poster informing patients about the assistance bell.

Observations made inside the premises:

- No trip hazards were identified.
- Signs inside the surgery are clear and easy to see; consulting room doors have a large number on them.
- There is no glass screen and staff sit facing patients. This would make it easy to lip-read if necessary. A representative observed staff members speaking loud and clear.
- There is a lot of information on the noticeboard but it is adequately spaced out.
- There are two areas for notices. One is predominantly for GP practice information (with some health information leaflets) and the other is for health information leaflets.
- The complaint/compliments procedure is available on the board. It does not mention its availability in other formats such as large print.
- In addition to information from the NHS on making a complaint, there is also a document that the surgery has produced. It is quite colourful and has arrows to make it easy to follow.
- A hearing loop sign is available.

- An electronic screen is available to inform patients of their appointment. It is written in a red font on black background. It is not used to call patients, the doctors come out to inform patients when it is their turn. It is used for information.
- There were three posters asking patients to inform staff members about their communication needs. One poster is placed on the noticeboard, another one on the left of the reception desk and there is another poster on the toilet door.
- There are two smoke alarms/sprinklers in the waiting area that have flashing lights. The fire alarms do not have the red flashing lights.
- The three fire exits are clearly signed in words and pictures.

Speaking to the practice manager

- The practice manager said that patients are asked about their communication needs when they first register at the surgery. A representative was shown the registration form and there is a question asking patients about their sensory impairments.
- The practice manager also showed the representative a large print registration form.
- With regards to existing patients, this information is noted on the system and staff are made aware of their needs.
- Patients' communication needs are coded and recorded on the system under the notes section. A representative was shown the codes used for patients with different communication needs.
- Information about the patient's communication needs is flagged up when the patient presents at reception.
- The surgery uses System One database⁴.
- Doctors/ nurses are made aware of the patient's communication needs when the information flashes on the screen.
- There is a portable hearing loop. A representative checked the hearing loop and it was working.
- The practice manager said that staff have been trained on how to use the hearing loop.
- A representative was shown the training notes.
- Patients are made aware of the hearing loop by the sign in reception.
- Staff members have been trained on how to support patients with communication impairments.
- They have received Deaf awareness, communication and easy read training.
- This training takes place annually.

⁴ System One is an electronic patient health record system used by GPs

- Representatives were shown a folder containing large print forms and braille booklets (NHS health check and cytology). There is also a BSL sign & spell ABC Alphabet book.
- When asked about the formats that information is provided for people with different communication needs, the practice manager said that they are able to provide easy read and large print but no audio.
- Staff members are able to book BSL interpreters. This service is provided by Big Word.
- The surgery is able to make a note of the communication needs of the next of kin/carer. The nurse will assess their need and make a note of it.

Speaking to staff

- The receptionist was aware of Accessible Information Standard.
- She said that they have been provided with online training on how to support patients with visual impairments, hearing impairments and learning disabilities. In addition to this, the manager regularly asks staff members how they would deal with different situations that may arise.
- Patients' communication needs are flagged up on the computer system.
- If the patient has a hearing impairment, a staff member will book a BSL interpreter for the patient when they book their appointment.
- When asked about how a patient with a hearing impairment would know when it is their turn, she said that the receptionist would approach the person to inform them.
- There is a portable hearing loop.
- When asked about the different ways to provide information for someone with a hearing impairment, she said that she can use lip reading, write information down and book a BSL interpreter.
- For someone with a visual impairment, she can provide large print and braille. She mentioned that patients with visual impairments often attend the appointment with someone.
- People with learning disabilities usually attend their appointment with their carer. They are usually given longer appointments and they can also be given easy read information.

Provider response:

Clients with Learning Disability are ALWAYS (Not usually) given longer appointment times.

- There is no communications book.
- The fire alarm has a red flashing light.

- In the event of a fire, staff members assist patients out of the building.
- A fire drill has not taken place recently. She mentioned that she has been on holiday for one month so it may have taken place whilst she was away.

Speaking to patients

Representatives spoke to four patients during the visit.

- Two patients registered over ten years ago and the other two patients registered over thirty years ago.
- None of the patients had any additional communication needs and were unable to provide 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:

We on our own are unable to make the changes requested as we do not have rights to do so. We can add or delete information only.

However we will speak to the provider and see if we can have the necessary changes.

2. We are pleased that there is a communications folder with information in different formats such as large print and the alphabet sign book. However, the practice may wish to further enhance the means of communicating with patients who have additional communication needs by getting a communications book with basic images of common BSL and Makaton symbols.

Provider response:

We do have a BSL book in our communication folder.

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

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.

Provider response:

Clients with communication needs do attend with their carer but we first communicate with the client and do not rely on carers and it is very important for us to maintain the dignity of the patient.

4. The complaints/compliments procedure should be available in a variety of formats such as large print and easy read.

Provider response:

The complaints and compliments procedure is available in large format in the Accessible Information folder.

Service Provider Responses

'We at York Surgery do take pride in our work and hopefully this would reflect in our work.'

Manit Dhesi
Practice Manager

We would like to thank York Road Surgery for the responses made and Healthwatch Redbridge has incorporated them within this report where appropriate.

Distribution

- York Road Surgery
- 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?		
	Comments	
Can you change the colour of the background?		
	Comments	
Does the website have a "sitemap" button?		
	Comments	
Are there keyboard shortcuts? / Can you navigate the website without a mouse?		
	Comments	
Does the website have audio content?		
	Comments	
Is the website content written in "plain English"?		
	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	
Getting to the Service:	
There is sufficient and clear signage to the premises being visited: signs are clear, unobstructed and easily readable	Yes No Comments:
There is accessible & sufficient parking available close to the entrance - drop off point directly outside the entrance	Yes 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 No Comments:
Fire alarms have a light as well as sound	Yes No Comments:
Fire exits clearly signed in various formats. Words Pictures	Yes No Comments:
Within the premises:	
Are there trip hazards/sharp edges/furniture in pathway (both permanent & temporary)	Yes No Comments:

Signs in various formats including pictures (e.g. on toilet doors - are they clear/contrasting/pictures)	Yes 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 No Comments:
Complaint/compliments procedure information is available in alternative formats - for patients & relatives - is it on the noticeboard	Yes No Comments:
Are the noticeboards cluttered, and are the notices easily legible	Yes No Comments:
Is there a hearing loop sign?	Yes 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: _____



1. Are patients asked about their communication needs when they first register at the surgery? For example: - Are they asked if they have difficulties with sight/hearing? - Are they asked if they have a learning disability?	Yes	No
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? 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?	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	

1

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?	Yes	No
8. Is there a hearing loop in the surgery, if there is what type of loop is it? 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	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. NOTE FOR REPS: Please ask to see examples of this if possible and comment on what you have seen	Yes	No
14. What format do you provide for people with: a. Hearing impairment b. Visual impairment c. Learning disabilities	Comments	

2

15. Are you able to access: - BSL (British Sign Language) interpreters - Signalong (based on BSL) - MAKATON (a language programme using signs and symbols to help people to communicate)	Yes	No
16. Where/which organisations might you access the above if you use them?	Comments	
17. Do you have a communication book? NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen	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.

3

Appendix 4 - Questions for other staff

Questions for STAFF in GP Surgery

Name of Surgery: _____

Name of Authorised Representatives: _____

Dates: _____

1. Are you aware of the Accessible Information Standard (AIS)?	Yes	No
2. Have you been provided with training on how to support patients with:	Yes	No
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 - On-line ☐ - Face to face ☐ - Both ☐ - Hearing impairments: profoundly deaf & hard of hearing - On-line ☐ - Face to face ☐ - Both ☐ - Learning Disabilities - On-line ☐ - Face to face ☐ - Both ☐		
3. Do you feel that you would benefit from any other training with regard to AIS?	Yes	No
4. How would a patient that has a specific need be identified? ☐ If they had hearing impairments, visual impairments or learning disability?	Comments	
- Would it be flagged up on the computer system - Electronic system - 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	
Please ask staff member to describe this		

6. Is there a hearing loop in the surgery, if there is what type of loop is it?	Comments
Fixed/Portable/Both	
7. Are you aware of the ways that information should be provided for people with:	Yes Comments
- hearing impairments - visual impairments - learning disability? If yes, what are they?	Yes Comments
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	Yes No Comments
8. Do you have a communications book?	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 Comments
12. Is there anything you would like to share with Heathwatch Redbridge?	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:	Yes Comments	No Comments
• hearing problems		
• problems with your sight	Yes Comments	No Comments
• Or needed easy read information?	Yes Comments	No 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>	Yes Comments - Please state	No Comments
4. Are staff aware of your communication needs?	Yes Please explain	No Please explain
5. Do you feel that reception staff are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain

5a. Do you feel that the doctors are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain
5b. Do you feel that the nurses are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain
6. If not, how do you feel this could be improved?	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	
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?		

Healthwatch Redbridge

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

020 3874 4120

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

Healthwatch Redbridge is a Charity (number 1156320), and a company limited by guarantee (8389279), registered in England and Wales. Registered office as above.