

# Aldersbrook Medical Centre

Practice Manager: Johanna Randall

Authorised representatives: Sarah Oyebanjo (staff member) & Anne Bertrand

Date of visit: 31 July 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"><li>○ Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.</li><li>○ Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.</li><li>○ Use the sitemap button, as this will make it easier for people with communication impairments to find information on the website.</li></ul>	<p>No response</p>	<p>The practice manager informed the representatives that they are currently working on the website to make it more accessible.</p>

<ul style="list-style-type: none"> <li>○ Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.</li> </ul>		
<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>This is not currently available but the practice manager will look into buying one shortly.</p>
<p>3. Staff should receive training on AIS.</p>	<p>No response</p>	<p>All staff members have completed this training online via Bluestream. Training took place in March 2018.</p>
<p>4. 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.</p>	<p>No response</p>	<p>Bluestream training covered visual impairment and deaf awareness training.</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>Same as above. Bluestream training covered this.</p>

<p>6. The surgery should have a complaints/compliments procedure displayed on the noticeboard and this should be available in a variety of formats such as large print for patients.</p>	<p>No response</p>	<p>The complaints procedure is not currently available on the noticeboard but the forms are available near the suggestions box in reception. The practice manager will ensure that the complaints procedure is also available on the noticeboard.</p>
<p>7. It would be useful for the hearing loop sign to be placed in the reception area.</p>	<p>No response</p>	<p>The hearing loop sign is placed in the reception area.</p>
<p>8. Staff should be provided with training on how to use the hearing loop. The hearing loop should also be checked regularly to ensure it is working.</p>	<p>No response</p>	<p>Staff have been trained on how to use the hearing loop.</p>
<p>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.</p>	<p>No response</p>	<p>This is not currently available but the practice manager is going to find out if it is possible to get one in the near future.</p>
<p>10. The surgery should display a poster about the Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.</p>	<p>No response</p>	<p>There is no poster informing patients about the accessible information standard.</p> <p>Healthwatch Redbridge will send this to the practice manager.</p>

<p>11. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>No response</p>	<p>The building is currently undergoing refurbishment and this is one of the tasks that will be completed.</p>
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