

Balfour Road Surgery

Practice Manager: Darshana Davda

Authorised representatives: Suhasini Winter & Sally Curtis

Date of visit: 24th July 2018

Recommendations made in original report	Provider Response	Comments from Review
<p>1. The surgery should consider having a website so that patients can access any necessary information on there. This website should be accessible to people with communication impairments.</p> <p>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 blind/partially sighted with mobility	<p>At present we do not have any funds to have the website.</p>	<p>The practice manager said the surgery does not have their own website at present and they use the NHS Choices website.</p>

<p>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. 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>No response</p>	<p>A chaperone service is provided for those who may need assistance.</p>
<p>3. Signage directing patients to the toilets should be available.</p>	<p>No response</p>	<p>The representatives noted there was signage directing patients to the toilets.</p>

<p>4. The surgery should consider changing the fire alarms so that there is a flashing red light as well when the alarm sounds. This will allow Deaf people to know when the fire alarm goes off.</p>	<p>When we have funding we will consider this.</p>	<p>The practice manager said no further developments has occurred regarding this but she will speak to the doctors again.</p>
<p>5. The complaints/compliments procedure should be available in a variety of formats such as large print for patients</p>	<p>We have done this now and this is also available in large print on request.</p>	<p>See provider response column.</p>
<p>6. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop.</p>	<p>We now have a hearing loop.</p>	<p>The representatives were shown a hearing loop in reception.</p> <p>The practice manager said that staff have been trained on how to use it.</p>
<p>7. 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>We have an A4 poster in waiting room.</p>	<p>The representatives noted there was an A4 poster Accessible Information Standard poster on the noticeboard.</p> <p>The practice manager said she will try to get one in A3.</p>