

Castleton Road Medical Centre

Practice Manager: Karly Byrne & Gina Heller (Deputy Manager)

Authorised representatives: Naina Thaker (Staff member) & Sally Curtis

Date of visit: 4th June 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.• Access website information via screen readers and translation software (such as Browesaloud®4) especially for people with visual impairments	<p>No response</p>	<p>At the time of the visit, none of the changes have been made to the website. The practice manager said that they are changing the provider to Egton. They are not sure about Browsealoud, but will speak to the website provider.</p>

<p>2. A Communications handbook with basic images of common BSL and Makaton symbols should be available in the reception thus enabling staff to communicate more effectively with the patients who have communication impairments.</p>	<p>Reception and all consulting rooms have a communication handbook.</p>	<p>Representatives were shown the communications handbook in reception.</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 comprises a patients' right to privacy and dignity.</p>	<p>No response</p>	<p>The practice manager said they have had some on-line training via Bluestream on assisting people with communication needs.</p> <p>The staff will notify the GP if they feel the patient may want to talk to them independently and the GP will also ask the patient.</p>
<p>4. Staff should be trained in how to provide information in an accessible format for patients with learning disabilities.</p>	<p>No response</p>	<p>Staff members have undertaken some on-line training via Bluestream. However they would like to do some face-to-face training too.</p> <p>Patients are also aware that the surgery can provide information in Easy Read for people with learning difficulties.</p>
<p>5. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.</p>	<p>No response</p>	<p>A flashing red light has been installed on the fire alarm.</p>

<p>6. The surgery should have a complaints/compliments procedure and this should be available in a variety of formats such as large print for patients.</p>	<p>The complaints procedure is displayed in reception for patients to view and I have updated the leaflet for reception to give to them.</p>	<p>There is a complaints procedure available on the noticeboard, however it did not state that it is available in other formats.</p> <p>The practice manager emailed us after the visit to inform us that they had now added this to the procedure.</p>
<p>7. Posters and leaflets in the waiting area should be simple to understand and accessible for people with communication needs. It would be useful to have information about Accessible Information Standard on a large A3 paper so that it is more visible.</p>	<p>We do display the posters that are sent to us in A3, but we wouldn't be able to convert all our current posters to A3 size.</p>	<p>The practice manager said she will enlarge the Accessible Information poster to A3.</p>
<p>8. It would be useful to reduce the amount of information on the wall and noticeboard, as this makes it difficult for patients to notice important information.</p>	<p>No response</p>	<p>The amount of notices on the noticeboard had been reduced. All the boards had been labelled to represent different themes. E.g. mothers, families.</p>
<p>9. Staff should ask patients about their communication needs so that they can support them adequately.</p>	<p>We do have a procedure to ask patients their communication needs. Our new patient questionnaires ask this, there are posters asking for patients to inform us and our clinicians would also ask within consultations.</p>	<p>Representatives were provided with a copy of the questionnaire which had a question asking patients about their communication needs.</p>

<p>10. The surgery needs to put a procedure in place to identify communication needs of existing patients.</p>	<p>No response</p>	<p>At present, there is no procedure in place to identify communication needs of existing patients. The practice manager said the new GP's have started a project which will involve updating the records. This will enable the GP's to identify the needs of existing patients.</p>
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