

# Chadwell Heath Surgery

Practice Manager: Mr Karim Allam

Authorised representatives: Hyacinth Osborne & Jacqueline Da Prato

Date of visit: 27<sup>th</sup> 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"><li>○ Change the size of the text; some people with a visual impairment need information in a large font size.</li><li>○ Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.</li><li>○ Access website information via screen readers and translation software (such as Browesaloud) especially</li></ul>	<p>No response</p>	<p>The practice now has its own website. The size can be changed, however the background colour cannot be changed.</p>

for people with visual impairments.		
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.	No response	A communication book is not available. Representatives were shown the British Sign Language finger spelling information that staff use when communicating with someone who has a hearing impairment.
3. Staff should receive training on AIS.	No response	The staff have completed Accessible Information Standard training.
4. 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.	No response	Patients who require extra assistance will be given a 15-20 minute appointment.  There is a letter available for patients to sign to allow their case to be discussed with carers/relatives.
5. The surgery should have a complaints/compliments procedure and this should be available in a variety of	No response	A copy of the complaints procedure is available on the noticeboard. There is a magnifying tool on the noticeboard to

formats such as large print for patients		enable patients who require larger print to read the information.  Representatives were shown a copy of the procedure.
6. 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.	No response	An electronic screen which displays the patient's name is available in the waiting area. Audio information is also available.
7. The surgery should put a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.	No response	There is an Accessible Information Standard poster on the noticeboard, however it is on A4 paper.
8. The surgery needs to put a procedure in place to identify communication needs of existing patients.	No response	This is flagged on the EMIS system.
9. Staff should contact the database provider because all the GP surgeries that Healthwatch Redbridge has visited with the EMIS database	No response	The practice manager said they have done this.

<p>have told us there is a flagging system to inform staff about the patient's communication needs.</p>		
<p>10. Staff should be provided with training on how to use the hearing loop.</p>	<p>No response</p>	<p>The practice has a portable hearing loop which has been tested by a patient.</p> <p>A sign informing patients of the hearing loop is available in reception.</p>