

Eastern Avenue Medical Centre

Practice Manager: Mukta Agrawal

Authorised representatives: Sarah Oyebanjo (staff member) & Chesing Lee

Date of visit: 3 August 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>Website for the surgery could be created in the near future.</p>	<p>Representatives were informed that the practice now has a website and they have started working on making the website accessible. This is still ongoing.</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. 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>The practice does not currently have a communications handbook.</p> <p>Healthwatch Redbridge will send the link to the practice manager.</p>
<p>3. The surgery needs to identify how it will support the carers and next of kin of patients if they have a communication impairment. The AIS is clear that the standard must be</p>	<p>No response</p>	<p>If the carer or next of kin requires an interpreter, staff members are able to book this for them.</p>

applied equally to carer and relatives with support needs.		
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 compromises a patients' right to privacy and dignity.	No response	Staff members will book an interpreter for the patient. They have also been trained on how to communicate effectively with patients who have additional communication needs.
5. Staff should receive training on AIS.	No response	This training has taken place online. The surgery is planning to join Bluestream by the end of this month.
6. 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.	No response	Same as above.
7. Although we understand that staff may have a good relationship with people who have communication impairments, it is important that there are formal procedures in place to support patients effectively. This is	No response	This is covered by booking an interpreter for any patient who needs this.

particularly important because when staff leave new staff members may not know about the needs of the patients.		
8. Staff should be trained on how to provide information in an easy format for patients with learning disabilities.	No response	No formal training has taken place regarding this however when the practice joins Bluestream then staff will be able to access this.
9. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.	No response	This is due to be installed by the end of this month.
10. Patients should be informed that they can get the complaints/compliments procedure in different formats such as large print and audio.	No response	The practice manager informed the representatives that she is in the process of creating an easy read format. She will also add a statement informing patients that they can get the procedure in other formats.
11. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop. A portable system would also be useful within consultation rooms.	No response	This is due to be completed by the end of this month. Staff members will receive training once the hearing loop is installed.

<p>12. Signage to the premises should be large and clear. It would be useful to have the name of the surgery on the board.</p>	<p>No response</p>	<p>No changes have been made to the signage outside. The practice manager mentioned that she will look into this.</p>
<p>13. 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>A new patient calling screen will be installed by end of September this month.</p>	<p>Patients are informed of their appointment via the TV which also calls out their name.</p>
<p>14. The surgery should put a poster about 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 a poster on the wall informing patients about the AIS.</p>