

# Fencepiece Road Medical Centre

Practice Manager: Dr Umrani (GP at the surgery)

Authorised representatives: Hyacinth Osborne & Neil Adie

Date of visit: 15th June 2018

| Recommendations made in original report   | Provider Response  | Comments from Review  |
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| <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 because some people need information in a larger font size.</li> <li>• Change the colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background.</li> <li>• Use a sitemap because it makes it easier for people to find information on the website.</li> <li>• Navigate the whole website without a mouse because</li> </ul> | <p>The website does have pictures and all information can be seen on the front page. There is also video content.<br/> <a href="http://www.fencepieceroadmedicalcentre.nhs.uk">http://www.fencepieceroadmedicalcentre.nhs.uk</a></p> <p>There is a website accessibility tab where voice and larger text can be chosen<br/> <a href="http://www.fencepieceroadmedicalcentre.nhs.uk/web_accessibility.htm">http://www.fencepieceroadmedicalcentre.nhs.uk/web_accessibility.htm</a></p> <p>The website has been designed by a nationwide GP practice website provider and have been constructed as per NHS guidance.</p> | <p>The practice manager said they are awaiting an updated website from the designer.</p> <p>They provided Healthwatch with a copy of the letter obtained from the provider.</p> |

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| <p>some people who are blind/ partially sighted with mobility impairments rely on the keyboard.</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>Representatives were shown the two communication books.</p>  |
| <p>3. Staff should receive training on AIS.</p>   | <p>No response</p> | <p>Staff have not received training regarding the Accessible Information Standard. All Dr's are trained.</p> <p>General training is done by the Federation.</p> |
| <p>4. Visual impairment and deaf awareness training should be provided for all staff members as an annual roll on programme.</p>  | <p>No response</p> | <p>Formal training is organised by the Federation.</p>  |

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| <p>This would enable staff to know how to communicate better with a deaf/blind person.</p>   |                    |  |
| <p>5. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.</p>  | <p>No response</p> | <p>The surgery were assessed by the CQC in January, a policy was drawn up. Each member of staff is provided with this policy. The children and adult policies are reviewed annually.</p> |
| <p>6. The complaints/compliments procedure should be available on the noticeboard in a variety of formats such as large print and audio for patients.</p>              | <p>No response</p> | <p>The complaints/compliments procedure is available in the appropriate format.</p>  |
| <p>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.</p> | <p>No response</p> | <p>The AIS poster is available in A3 format on white paper with various colours and images.</p>  |
| <p>8. The surgery should consider increasing the size of the font on the consulting room doors making it easier for people with visual impairment to see.</p>          | <p>No response</p> | <p>Signs on the consulting room doors have been enlarged.</p>  |
| <p>9. The surgery should include a question about communication needs on the registration form. The patient record system in use</p>                                   | <p>No response</p> | <p>There is now a question about communication needs on the questionnaire.</p>   |

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| <p>at the practice (EMIS) is able to flag communication needs but only if the information is entered into the system.</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>The surgery have put a procedure in place to identify the communication needs of existing patients.</p> <p>Representatives were shown the form.</p> |