

Glebelands Practice

Practice Manager: Steffi Fisher

Authorised representatives: Sarah Oyebanjo (Telephone)

Date of visit: 14 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.• Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.• 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	<p>I have spoken to website provider to try to get points raised by yourselves looked into. Will update website when this has been done.</p>	<p>The practice manager said that they are discussing with the 'My Surgery' website support team how best to make their website more user-friendly for patients with communication needs.</p>

<p>as Browesaloud) especially for people with visual impairments.</p>		
<p>2. Signage to the premises should be large and clear.</p>	<p>Awaiting refurbishment and signage will be changed once refurbishment has been carried out.</p>	<p>The manager said that they are awaiting refurbishment and this is due to be changed when this happens.</p>
<p>3. 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>Naina from Healthwatch has promised to let us know where we can buy a Hospital Communication Book. We are waiting for her instructions. We have printed out example as per the recommendations.</p>	<p>This is now available in the surgery. Evidence was sent to show that they have two communication books.</p>
<p>4. 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.</p>	<p>We have looked into training and will send staff as needed.</p>	<p>Staff members are currently receiving e-learning training on visual impairment and deaf awareness.</p>
<p>5. All staff members should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>Staff have been provided with training - one staff member who was questioned had just started and had not yet had the training.</p>	<p>They have had a staff meeting to ensure that everyone is up-to-date with the surgery protocols regarding patients with communication needs.</p>

<p>6. The surgery should have a complaints/compliments procedure displayed on the noticeboard and this should be available in a variety of formats such as large print for patients.</p>	<p>Complaints procedure is visible in the waiting room and we have now put it up in large print.</p>	<p>The practice manager provided Healthwatch Redbridge with the complaints procedure which is available in large print. It also mentions that that patients can receive this in a large print/ easy read format.</p>
<p>7. 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>An electronic call system has been installed in the waiting room.</p>	<p>The electronic screen in reception calls out the patient's name as well as the name of the doctor.</p>