

Goodmayes Medical Practice

Practice Manager: Perri Mansaray

Authorised representatives: Naina Thaker (Staff member) & Jacqueline Da Prato

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 colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background• Navigate the whole website without a mouse because some people who are blind/ partially sighted with mobility impairments rely on the keyboard• Access website information via screen reader and translation software (such as Browesaloud®4) especially for people with visual impairments	<p>The website is hosted off site, and so we have very little editing ability</p>	<p>The website is hosted by Oldroyd Publishing so the surgery is unable to make any changes in-house.</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 patients who have communication impairments.</p>	<p>No response</p>	<p>The manager said they have not purchased a communications handbook and have asked Healthwatch to send her the information and she will speak to the doctor about purchasing one. She said that patients come in with carers so there often is no need.</p> <p>Healthwatch Redbridge have provided information about where the practice manager can purchase the book from.</p>
<p>3. 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>No response</p>	<p>Visual impairment and deaf awareness training has not been provided for all staff members. The Clinical Commissioning Group (CCG) provide limited training.</p> <p>The practice manager will mention the need for training at the Seven Kings locality practice Managers meeting and ask the lead to suggest to the CCG.</p>
<p>4. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>We have a learning disability register here at the practice. All learning disability patients come with their carers or advocates, but we are happy to have any training regarding this.</p>	<p>Staff have not had any specific training.</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>We do not have an electronic fire alarm.</p>	<p>The practice manager said that there is a whistle available which is kept in the reception area downstairs. There is no whistle upstairs.</p> <p>She said that new alarms were fitted when the surgery was refurbished, however the representatives were unsure if they were smoke alarms or fire alarms.</p>
<p>6. Patients should be informed that they can get the complaints/compliments procedure in different formats such as large print and audio.</p>	<p>No response</p>	<p>There is a complaints policy on the noticeboard, however it did not state that is available in other formats.</p>
<p>7. Posters and leaflets in the waiting area should be simple to understand and accessible for people with communication needs.</p>	<p>No response</p>	<p>Due to the refurbishments there were minimal notices on the noticeboard so we were unable to observe this.</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>Due to the refurbishment the noticeboards have not all been put up so we are not able to comment on this.</p>
<p>9. The surgery should get a hearing loop system and provide training</p>	<p>No response</p>	<p>The surgery does not have a hearing loop.</p>

for staff members on how to use the hearing loop.		The practice manager said they only have one deaf patient so does not see the need. All the staff have been trained on how to speak to people with hearing impairments.
10. The surgery should consider highlighting the edge of the ramp so that it is easier for people with visual impairments to notice it.	No response	The practice manager said the edge of the ramp has been highlighted with white lines as suggested by Healthwatch at the last visit.
11. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.	No response	Staff can see on the computer screen where patients are. People with sensory impairments will be a priority and will be assisted by staff to leave the building.
12. Signs in the premises should be clear and legible. The surgery should consider putting a picture on the toilet door.	We have already put a new sign on the patient toilet door which states words and pictures.	There is now a sign with a pictures and words on the toilet door.
13. Staff should be informed of the organisations that they can use to book interpreters.	No response	The staff are aware they can use Big Word to book a British Sign Language interpreter. This service is commissioned by the CCG.

<p>14. The surgery needs to put a procedure in place to identify communication needs of existing patients.</p>	<p>We already have a procedure in place identifying existing patients with communication needs as they are already flagged up on our clinical system.</p> <p>For any newly registered patients their communication needs are identified at new patient check with the HCA and the Accessible Information Standards template is completed by the HCA and is then read coded with the code 9Nf.</p>	<p>This is as stated in the provider response.</p>
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