

Granville Medical Centre

Practice Manager: Susan Byrne

Authorised representatives: Sarah Oyebanjo (staff member) & Fiona Cooke

Date of visit: 1 August 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.○ Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.	<p>Please refer to the new website evidence document attached. We are liaising with our current website providers MySurgery - to find out when our contract with them will end as we have decided to move to Egton who offer a more manageable online service to meet the needs of all our patients.</p>	<p>The practice manager informed the representatives that the practice is in the final stages of moving to Egton. They are awaiting information on whether they can add audio information to the website.</p> <p>The practice manager also mentioned that one of the patients who is partially blind is helping the practice with redesigning the website.</p>

<p>2. If a communications book is available, all staff members should be aware of this. 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>All patients are aware of this booklet being available. This was mentioned in the Staff Meeting held early October - Please refer to the Agenda October Staff Meeting Evidence.</p>	<p>Representatives were shown a communications book in reception. There was also a simple Makaton leaflet to support patients during their visit.</p>
<p>3. We are pleased that the complaints procedure is available in large print but it is also useful to have it in other formats such as audio or easy read for people with other communication impairments.</p>	<p>We have requested for a quote from RNIB.ORG.UK to have our Practice Leaflet transcribed into Braille. Please see the Quote for Braille Leaflets Evidence.</p>	<p>Representatives were shown the complaints procedure designed by RNIB for blind patients.</p>
<p>4. A sign for the hearing loop should be placed in the reception and waiting area. This will help to ensure that patients are aware that the surgery has a hearing loop.</p>	<p>Please refer to the Hearing Loop Sign Evidence. A sign has been placed in the reception area to inform patients that there is a hearing loop.</p>	<p>There is a sign for the hearing loop on the glass in the reception area.</p>
<p>5. Staff should be provided with training on how to use the hearing loop. The hearing loop should also be checked regularly to ensure it is working.</p>	<p>We emailed the hearingloop.co.uk company for guidance on training they offer regarding the Hearing Loop.</p>	<p>All staff members have been trained on how to use the hearing loop.</p>

<p>6. We are pleased that there is a poster informing patients about AIS. If possible, this information should be available on an A3 poster.</p>	<p>We do not have an A3 Printer on site - however we are considering to buy one in the short term future</p>	<p>An A3 poster is available on the wall in the waiting area.</p>
<p>7. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>Please refer to the Access Awareness Evidence Folder for the photos of these.</p> <p>The surgery has now put black and yellow tape around the edges of the ramp.</p>	<p>This was observed during the visit and has been completed.</p>
<p>8. It would be useful for the surgery to put a sign so that patients know there is a ramp at the back of the building.</p>	<p>Please see the evidence attached - Access at Rear Evidence.</p> <p>There is a sign informing patients that there is access available at the back of the building.</p>	<p>This was observed during the visit and has been completed.</p>