

Grove Surgery

Practice Manager: Jackie Dorman

Authorised representatives: Jacqueline Da Prato & Athena Daniels

Date of visit: 20th July 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>The Surgery is endeavouring and actively looking into setting up the practices Website in order to facilitate registered patients as well as those who are considering to join our practice.</p>	<p>The practice manager said the website should be live in 2 weeks and will be accessible.</p>

<p>impairments rely on the keyboard.</p> <ul style="list-style-type: none"> ○ 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 thus enabling staff to communicate more effectively with patients who have communication impairments.</p>	<p>Communications Handbooks with basic BSL and Makaton Symbols for our Reception team have been ordered and we await delivery.</p>	<p>The representatives were shown a communications Book.</p>
<p>3. 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.</p>	<p>We have protocols in place which help us to understand the medical and physical needs of the patients with carers so that we can create a direct rapport with these cohort of patients. This will help reduce our reliance on the carers, family and friends both for the medical and physical needs as well as their privacy and dignity.</p>	<p>The practice manger said the staff offer to see the patients without their carer present if the patient requests it.</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>The practice is actively looking into training for visual impairment and deaf awareness. This will be on an annual roll on programme.</p>	<p>This training has taken place online via Bluestream.</p>
<p>5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>The Practice is providing in house training on how to provide information in accessible format for patients with learning disabilities. The staff are also currently completing on line training for Learning Disabilities Awareness through the Blue Stream Academy.</p>	<p>The practice manager said that staff have been trained on how to provide information to patients with learning difficulties.</p> <p>She said that patients with learning disabilities are given a 30 minute appointment slot.</p>
<p>6. The complaints/compliments procedure should be available on the noticeboard and it should also be available in a variety of formats such as large print.</p>	<p>Our Complaints / Compliments procedures are on display on our notice boards and they have been set up in various formats. These have now replaced our original complaints/compliments procedure.</p>	<p>Representatives noted the complaints/compliments procedure was on the noticeboard in large print.</p>
<p>7. The surgery should consider bringing the noticeboard to eye level as it might be difficult for some patients to read the information if it is high up.</p>	<p>The Surgery will consider bringing the noticeboard to eye level due to difficulties that patients may have in reading some of the information.</p>	<p>Representatives noted the noticeboard was now at eye level, making it easier for people to see.</p>

<p>8. Information about Accessible Information Standard should be available in the waiting area. If possible, the poster should be A3 so that it stands out.</p>	<p>The practice has 2 x A3 notices in various formats for Accessible Information Standards - These are on display in the patients' reception area.</p>	<p>Two A3 sized AIS posters were available in the waiting area; one on white paper and one on yellow paper.</p>
<p>9. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.</p>	<p>Staff have been provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire. This training will be on an annual basis.</p>	<p>The practice manager said that in the case of a fire a staff member would help the patients. For example, if the patient was hard of hearing they would write things down for them.</p>
<p>10. The surgery needs to put a procedure in place to identify communication needs of existing patients.</p>	<p>The surgery has a procedure in place to identify communication needs of existing patients.</p>	<p>The practice manager said there is a procedure in place to identify the communication needs of existing patients.</p> <p>She said an alert appears on the patients homepage on System 1 (not EMIS) when the patients name is logged.</p>