

Hainault Surgery

Practice Manager: Tracey Whitrod

Authorised Representatives: Hyacinth Osborne & Vivien Nathan

Date of Visit: 4th June 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 impairments rely on the keyboard.	No response	The surgery does not have their own website and continue to use the NHS choices website.

<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 enabling staff to communicate more effectively with patients who have communication impairments.</p>	<p>We are going to purchase the communication book with basic images to help our staff communicate more effectively with patients who have communication impairment.</p>	<p>A communications handbook is now available. The practice manager said she would purchase another book for the consulting room.</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>No response</p>	<p>Alternative arrangements have not been made to restrict reliance on carers and family for those who need assistance.</p>
<p>4. Staff should receive training on AIS.</p>	<p>Staff are going to receive training on AIS for visual impairment and deaf awareness and also special needs with learning difficulties.</p>	<p>Staff have not yet received training with regards to the Accessible Information Standard.</p>
<p>5. Visual impairment and deaf awareness training should be provided for all staff members as an annual roll on programme. This would enable staff to</p>	<p>No response</p>	<p>This training has not yet taken place. The practice manager said they have Blue Stream Academy to do the training.</p>

know how to communicate better with a deaf/blind person		The practice manager has asked if Healthwatch could recommend an organisation to do any further training.
6. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.	No response	Staff members have received training on how to provide accessible information to those with learning difficulties.
7. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.	No response	A flashing red light has not been installed on the fire alarm. The doctor said they do not want to do this.
8. It would be useful to have the name of the surgery on the board outside	Dr is going to change the sign outside of the surgery to state that we are a Surgery in large letters	A sign has not been put outside the surgery stating the name of the surgery. The practice manger said she would speak to the doctor about this.
9. The complaints procedure should be updated and patients should be informed that they can get the complaints/compliments procedure in different formats such as large print.	I will ensure that the complaints/compliments procedure is in different formats	The complaints procedure has not been updated. The complaints procedure does not state that it is available in different formats.
10. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop	We are about to purchase the hearing loop	The surgery now has a hearing loop but it was not working at the time of the visit. Staff members have not been trained on how to use the hearing loop.

<p>11. 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>We now have the Jayex TV which lets the patient know when the patient is being called by the GP/Nurse which will help patients who are deaf, it also says the name of the patient, so this will help visual impaired patients.</p>	<p>There is now an electronic screen which calls out the name of the patient to inform them it is time for their appointment.</p>
<p>12. The surgery should display a poster about the Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.</p>	<p>No Comment</p>	<p>There is an Accessible Information Standard poster available on A3 paper on the noticeboard.</p>