

Heathcote Primary Care Centre

Practice Manager: Lynn Howlett

Authorised representatives: Miranda Peers (staff member) & Neil Adie

Date of visit: 29th 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 because some people need information in a larger font size.• Change the colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background.• Use a sitemap because it makes it easier for people to find information on the website.	<p>We will look into the possibility of getting a website that is accessible to people with communication impairments.</p>	<p>The practice does not currently have a website. They are still looking into the possibility of obtaining one. At the moment, patients can use NHS Choices.</p>

<ul style="list-style-type: none"> • 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 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 will try to obtain a communications handbook.</p>	<p>The practice manager said that they have a communications handbook in reception. The representatives were shown an A4 folder with information printed from easyhealth.org.uk for staff and patients.</p> <p>A representative showed the practice manager a photo of the pre-hospital communication book. HWR is going to send some information about where the practice manager can purchase the book.</p>
<p>3. Staff should receive training on AIS.</p>	<p>We will look into training courses available for staff</p>	<p>All staff have done online training on AIS. This is completed annually.</p>
<p>4. Visual impairment and deaf awareness training should be provided for all staff members as</p>	<p>No response</p>	<p>Staff members have not been provided with training on visual impairment and deaf awareness. The practice manager</p>

<p>an annual roll on programme. This would enable staff to know how to communicate better with a deaf/blind person.</p>		<p>wanted to know if the CCG can provide this training. She is also interested in BSL training.</p>
<p>5. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.</p>	<p>No response</p>	<p>This training has not yet taken place. The practice manager asked if the CCG can provide this.</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>The complaints procedure is in the waiting room and is available in large print.</p>	<p>See provider response column.</p>
<p>7. It might be useful for the surgery to consider having 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 can make enquiries regarding having an electronic screen in the waiting room but would also need permission from NHS property services.</p>	<p>There is no electronic screen. The doctors and nurses come out and inform the patients about their appointment.</p> <p>There is no plan to get an electronic screen at the moment. It is an NHS Property Services building and it is not up to them, they would need to ask for permission.</p>
<p>8. The surgery should put a poster about Accessible Information Standard on the noticeboard. If</p>	<p>We will see what posters are available.</p>	<p>They only have an A4 AIS poster. HWR to check and let practice manager know where she can get one from.</p>

possible, this information should be available on an A3 poster.		
9. The surgery needs to put a procedure in place to identify communication needs of existing patients. Some patients acquire communication impairments after registration or as they become older; reviewing a patients needs every few years would be good practice.	Communication needs of patients are regularly reviewed and updated on our computer system as and when they arise.	See provider response column
10. 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.	All staff were familiarised with the hearing loop when it was purchased and it has been tested and is checked on a regular basis.	See provider response column
11. The surgery should consider installing a fire alarm with flashing lights. This will allow Deaf people to know when the fire alarm goes off.	We can pass the recommendations regarding the fire alarm on to NHS property services as it is them that have installed this in the clinic.	The practice manager has asked NHS Property Services, but they have not got back to her, she is still waiting to hear.
12. The surgery should consider appointing fire marshals.	We have a fire marshal and two deputies.	See provider response column

