

Ilford Lane Surgery

Practice Manager: Kamaljeet Kaur Bhangra

Authorised Representatives: Sarah Oyebanjo (Telephone)

Date: 13th July 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)	<p>No response</p>	<p>The practice manager mentioned that she had a meeting with the PPG members.</p> <p>Patients can change the font size on their computer but the surgery cannot change this otherwise the information will not fit on the page properly.</p> <p>They have not changed the colour of the background and do not have screen readers. They have contacted the website provider and they have not responded.</p>

especially for people with visual impairments.		
2. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.	No response	The procedure has been updated but does not have the statement about its availability in different formats. The practice manager said she will put this in.
3. 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.	No response	There is an AIS poster available on the noticeboard.