

Newbury Park Group Practice

Practice Manager: Karen Wilson

Authorised representatives: Sarah Oyebanjo (Telephone)

Date of visit: 12th 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 colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background. • Access website information via screen reader and translation software (such as Browesaloud) especially for people with visual impairments (Healthwatch Redbridge acknowledges there is an option for external screen readers to be used on the website). 	<p>We are in consultation with our website provider at present regarding the suggestions made.</p>	<p>It is now possible to change the colour of the background. There is an accessibility button at the bottom of the screen.</p> <p>The practice manager said that they looked into Browsealoud but it is too expensive. The current website is compatible with screen readers.</p>
<p>2. A Communications handbook with basic images of common BSL and Makaton symbols should be available in the reception thus enabling staff</p>	<p>We are looking into obtaining a "communications handbook (however we are a little stuck on how to obtain one that is relative</p>	<p>There are now two communication books available. The practice manager sent pictures of the books.</p>

to communicate more effectively with patients who have communication impairments.	to healthcare, if you have any information regarding this it would be welcomed).	
3. The complaints/ compliments procedure should be available in a variety of formats such as large print for patients.	The complaints procedure is available in large font however until now we have not advertised this.	This is available for patients. Evidence was sent via email.
4. The Accessible Information Standard poster would be presented on a white piece of paper. If possible, this information should be available on an A3 poster.	We have changed the Accessible information standard poster to white.	This action was completed prior to the conversation. Evidence was provided via email.
5. A sign should be available in reception so that patients are aware there is a hearing loop.	This is already available.	This action was completed prior to the conversation. Evidence was provided via email.