

Oak Tree Medical Practice

Practice Manager: Ionie Allen & Bukky Akpabio

Authorised Representatives: Hyacinth Osborne & Harbans Chahal

Date: 17 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) especially for people with visual impairments.	<p>The recommendation about the website to be more accessible has been passed on to our website developers.</p>	<p>The practice manager informed the representatives that the website has been updated and it is now more user friendly.</p>

<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>A communications handbook has been put in place.</p>	<p>The surgery has created a communications handbook. This is adequate for staff members but not for patients.</p> <p>The practice manager requested some information about where to buy the book. Healthwatch is happy to provide this information.</p>
<p>3. Staff should receive training on AIS.</p>	<p>All staff have now received training on AIS (this will now be an annual mandatory training for all staff).</p>	<p>Staff members access AIS training using Bluestream online.</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>No response</p>	<p>Same as above.</p>
<p>5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>No response</p>	<p>No formal training regarding this has taken place.</p>
<p>6. If the fire alarm does not have red flashing light then the surgery should consider changing it so that there is a flashing red light as well when the alarm sounds. This will allow Deaf people to</p>	<p>Fire alarm already had flashing lights.</p>	<p>Please see provider response column.</p>

know when the fire alarm goes off.		
7. The complaints/compliments procedure should be available in a variety of formats such as large print.	Complaint procedure now includes information that people can request large prints if required.	Representatives did not see the complaints procedure.
8. All staff members 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.	Staff are aware of how to use the hearing loop.	Please see provider response column.
9. 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 were several AIS posters available around the surgery but the colour, format and font were not suitable. The practice manager said that she will contact Healthwatch regarding the poster.
10. 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.	Our registration form has been updated to ask patients about their communication needs and existing patients are also being asked about their needs.	Representatives were shown the updated forms asking patients about their communication needs.

