

# Seven Kings Practice

Practice Manager: Nora Sennett

Authorised representatives: Naina Thaker (Staff member) & Monazza Malik

Date of visit: 14<sup>th</sup> 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"> <li>• Change the size of the text; some people with a visual impairment need information in a large font size.</li> <li>• Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.</li> <li>• Navigate the whole website without a mouse; some people who are blind/partially sighted with</li> </ul>	<p>No response</p>	<p>The practice manager said at present they do not have a website. They are in the process of setting one up which should be ready for use in October 2018.</p>

<p>mobility impairments rely on the keyboard.</p> <ul style="list-style-type: none"> <li>• Access website information via screen readers and translation software (such as Browesaloud®4) especially for people with visual impairments.</li> </ul>		
<p>2. A Communications handbook with basic images of common BSL and Makaton symbols would be beneficial if available in the reception area enabling staff to communicate more effectively with patients who have communication impairments.</p>	<p>No response</p>	<p>The practice manager said they do not have a communications book. She made a note of the reasons the communication book may be helpful and has also asked us to send her the link of where she might access one.</p> <p>Healthwatch Redbridge has sent this information.</p>
<p>3. Although we understand that staff may have a good relationship with people who have communication impairments, it is important that there are formal procedures in place to support patients effectively. This is particularly important because when staff leave then new staff members may not know about the needs of the patients.</p>	<p>No response</p>	<p>All patients with additional needs are flagged on the EMIS system when they come to reception.</p> <p>Staff members will also ask the patient if they need any additional assistance.</p>

4. Staff should receive training and information on AIS.	No response	The practice has now registered with an online training provider called Bluestream. The staff have blocked time once a month, half of the staff have been trained.
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 know how to communicate better with a deaf/blind person.	No response	<p>There is nothing on Bluestream with regards to this. There is also lack of funding so it is difficult to provide it in-house.</p> <p>The practice manager has asked if Healthwatch can recommend any organisations that may provide the training.</p>
6. Staff should be trained in how to provide information in an accessible format for patients with learning disabilities.	No response	<p>The practice manager said that staff members are aware of how to communicate with people with learning disabilities, however the formats that she mentioned were large print and Braille which are more suitable for people with visual impairments.</p> <p>The Healthwatch Representative informed her about easy read and also that the Communication book would be useful for this.</p>
7. The complaints/compliments procedure should be available in a	No response	There is a complaints/compliments procedure in reception, the practice manager said she will add 'if you would

variety of formats such as large print for patients.		like this procedure in another format please speak to the reception staff'.
8. The surgery should consider displaying a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.	No response	There is a poster about the Accessible Information Standard in the reception, the practice manager said she will try to print it in A3.
9. 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.	No response	The surgery has an electronic screen in reception stating the name of the next patient and who they are seeing. However it does not have sound at present and the practice manager said they are trying to do this.  The practice manager also said that the Drs go and call the patients personally.
10. The surgery should consider adding the names of both surgeries to the sign on the main entrance.	No response	There is only one surgery in the building now. The signage on the wall outside the downstairs entrance states 'Seven Kings Health Centre' however some of the signage inside is not clear.
11. The surgery should consider marking the edge of the ramp to ensure that people with visual impairments are able to see it.	No response	The edge of the ramp has not been highlighted. However there is a wall on both sides of all ramps so there is less risk of people falling.

12. The surgery needs to put a procedure in place to identify communication needs of existing patients.	No response	The practice manager said if an existing patients' needs change the Dr or nurse will add this to their records during the consultation and it will then come up as an alert on EMIS.
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