

Southdene Surgery

Practice manager: Sonata Gaucaite

Authorised representatives: Sarah Oyebanjo (staff member) & Monazza

Date of visit: 3rd 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; 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 discussion about changing the colour of the website background and access website via screen readers started with Surgery's website developer.</p>	<p>Several changes have been made to the website. The practice manager showed representatives a section on the surgery website for website accessibility information. This enables patients to change the style, size, colour of the font used and background colour. However, no screen reader was identified.</p> <p>In addition to allowing patients to change features of the website, there is an accessible information form available on the website. This means that patients can inform staff of their access needs online.</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</p>	<p>A communication book is being develop by the Practice. Date to be completed 31st December 2017.</p>	<p>Two communication books are available in reception; the pre hospital and the hospital communication book.</p> <p>Representatives were shown both books.</p>

patients who have communication impairments.		
3. Although we understand that people with communication needs often attend appointments with their carers; staff should reduce reliance on carers, family and friends to relay information to the individual. This is because it compromises a patients' right to privacy and dignity.	No response	The communication book will be used to communicate with the patient and staff are also aware of the patient's needs so will provide the relevant support to the individual.
4. Staff should receive training on AIS.	AIS training is in process and going to be completed by 31st December 2017.	All staff members have been trained. This took place in December 2017.
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	The practice is still looking for affordable training for visual and deaf awareness. Training found online is very expensive.
6. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.	The reception staff has undertaken Effective Communication training on 31st June 2017. Further training in visual impairment and deaf awareness will be provided in 2018.	This training was provided as part of a course run by the CCG. It covered areas of supporting patients with a learning disability.

<p>7. 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>Complaints/ compliments procedure has been displayed in the patient waiting area.</p>	<p>The complaints procedure is available on the noticeboard. However, it does not mention that it is available in other formats such as large print.</p> <p>The practice manager informed the representatives that she is able to include a statement informing patients about the availability of the procedure in different formats.</p>
<p>8. A hearing loop sign should be placed in the reception area so that patients know a hearing loop is available.</p>	<p>A hearing loop sign has been displayed in reception.</p>	<p>There is a hearing loop sign in reception which is located in a highly visible area.</p>
<p>9. The hearing loop should be placed in the reception area so that it is easy to use if a patient needs it. The hearing loop should also be checked regularly to ensure it is working.</p>	<p>Hearing Loop is placed on the reception desk and a schedule for checking has been created. A designated person for this job has been allocated.</p>	<p>It is located in the reception area.</p>
<p>10. 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.</p>	<p>The poster about AIS has been placed in the reception.</p>	<p>The A4 poster is available on the noticeboard.</p>
<p>11. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>Discussion with the partners about highlighting the edge of the ramp is going to take place on 4th December 2017.</p>	<p>The practice manager informed the representatives that the practice has decided not to highlight the edge of the ramp because they have been practicing for over 30 years and there have been</p>

		no issues. There is only one patient with a visual impairment and he has been attending the surgery for a long time.
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