

The Broadway Surgery

Practice manager: Representatives spoke to Lorraine (receptionist), as the practice manager was not there at the time of the visit.

Authorised representatives: Miranda Peers (staff member) & Isabel Harvey

Date: 04th 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.• Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.• Access website information via screen readers and translation	<p>We have passed on the recommendations to our website company to update.</p>	<p>Representatives were informed that the text size can be changed, however the receptionist was unsure whether any changes had been made to the background colour and provision of Browsealoud on the website.</p>

software (such as Browesaloud) especially for people with visual impairments.		
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.	No response	The surgery does not have a communication book. The staff member asked Healthwatch to send information on where to get a communication book.
3. Staff should receive training on the Accessible Information Standard.	AIS training was provided at our recent practice meeting.	Representatives were informed that the Accessible Information Standard training is given to all staff members by a doctor. All staff have to attend the training.
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.	No response	Staff members have not yet been provided with visual awareness or deaf awareness training. The practice will check if there is any online training available. This would normally be done on an annual basis via Bluestream.
5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.	We are working on a handbook for staff.	At the present time, this training has not been provided.

<p>6. The complaints/compliments procedure should be available in a variety of formats for patients.</p>	<p>No response</p>	<p>A complaints/compliments procedure is available on the noticeboard. However, it did not state that it is available in other formats.</p>
<p>7. Information should on the noticeboards should be spaces out adequately so that patients can read the information.</p>	<p>Our noticeboards are regularly maintained and approved by our PPG group</p>	<p>Information on the noticeboards was adequately spaced out and there are no overlapping posters on the noticeboards, as such, all posters can be seen.</p> <p>However, there are no headings on the noticeboards apart from “local services information” on the largest noticeboard. This makes it difficult to find what you’re looking for.</p>
<p>8. 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>No response</p>	<p>There is no Accessible Information Standard poster on the noticeboard.</p>
<p>9. The surgery should consider ‘highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>Our new handrail will be highlighted hence why the waiting time for delivery is so long due to custom made.</p>	<p>The whole handrail has been painted bright yellow. This contrasts well against the brown brick wall.</p>
<p>10. The surgery should consider putting a sign on the second entrance.</p>	<p>No response</p>	<p>The second entrance now has a sign saying “No entry. Please use the automatic door. This doors is for staff only”.</p>

11. The sign 'Fire Action' should be clear and visible to patients.	No response	The 'Fire Action' sign is visible and easy to read.
12. The surgery should consider putting a sign next to the assistance bell so that every patient can see it.	No response	There is a large, clear sign stating 'Please pull sting if you require assistance'.
13. The lighting in the corridor should be brighter so that patients can see clearly.	We have increased the lighting within the corridor entrance to our GP rooms.	The lighting in the corridor is poor, however the staff member told the representatives it is on the 'work in progress' list.