

The Doctor's House

Practice Manager: Crystal Dearlove (on maternity leave until Sept18) Representatives spoke to another staff member

Authorised representatives: Chandra Patel & Mike New

Date of visit: 8th June 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.	No response	The staff member informed representatives that changes have not been made to the accessibility of the website as the practice manager is on maternity leave.
<p>2. A Communications handbook with basic images of common BSL and Makaton symbols should be available in the reception thus</p>	No response	A communication handbook is not available in reception.

enabling staff to communicate more effectively with patients who have communication impairments.		
3. 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 staff member informed representatives that staff have not received training with regards to deaf awareness and visual impairment.
4. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.	No response	Staff have not been trained on how to provide information to patients with learning difficulties.
5. The complaints/compliments procedure should be available on the noticeboard in a variety of formats such as large print for patients	No response	The complaints/compliments procedure is not available in different formats.
6. The surgery should put a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.	No response	The representatives did not see an Accessible Information Standard poster on the noticeboard.

<p>7. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.</p>	<p>No response</p>	<p>Representatives were informed that a procedure was not available to help someone with a sensory impairment out of the building in case of a fire.</p>
<p>8. The doorframe at the entrance should be fixed, as this is a hazard for patients.</p>	<p>No response</p>	<p>The representatives observed that this has now been fixed.</p>
<p>9. Headings on the noticeboards should be enlarged making it easier for patients to see it.</p>	<p>No response</p>	<p>The representatives noted that the headings on the noticeboard have not been enlarged.</p>
<p>10. The surgery might consider installing a fire alarm with flashing lights. This will allow Deaf people to know when the fire alarm goes off.</p>	<p>No response</p>	<p>The surgery has not installed a flashing red light on the fire alarm.</p>
<p>11. It would be useful for the TV screen to also call out the patients name for their appointment. This will allow patients with visual impairments to know when it is their turn. If this is not possible then staff should ensure that they approach the patient when it is time for their appointment.</p>	<p>No response</p>	<p>The representatives noted that the TV screen now calls out the patients name when it is time for their appointment.</p>

<p>12. The surgery should consider putting up a clear sign showing the entrance to the surgery.</p>	<p>No response</p>	<p>The representatives noted there was a small sign on the door which stated 'entrance in Elgin Road'.</p>
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