

The Drive Surgery

Practice Manager: Nasreen Sattar (Deputy Manager)

Authorised representatives: Sarah Oyebanjo (staff member) & Fiona Cooke

Date of visit: 18 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. • Use the sitemap button, as this will make it easier for people with 	<p>To change the size of the text font the patient can use ctrl + to zoom. The browser has an inbuilt function that will zoom in and out making the font larger or smaller.</p> <p>The website currently has a white background with black text, we believe this is the best colour combination for contrast.</p> <p>The query about navigating the whole website without a mouse is with website development team to see if it is currently possible.</p> <p>The query about using the sitemap button is with website</p>	<p>Representatives were informed that the practice manager has updated the website. She contacted the website providers about the changes highlighted in the report.</p> <p>The deputy practice manager showed the representatives the website. When asked about Browsealoud, she was unsure whether this is available.</p> <p>After the visit, the practice manager provided this information:</p> <p>Practice website provider has been contacted after the Healthwatch re-feedback regarding Browse aloud integration which they said initially is currently available on the website. Now support team has updated us that Browsealoud is compatible with our</p>

<p>communication impairments to find information on the website.</p> <ul style="list-style-type: none"> • Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments. 	<p>development team to look into this for us. Browse aloud integration is currently available on the website.</p>	<p>website, Browsealoud is a third-party service not provided by themselves so the practice will need to contact Browsealoud about subscribing. Once subscribed to Browsealoud then website provider just need to enable it from their end for surgery and the surgery needs to subscribe to the Browsealoud service. Practice has contacted Browsealoud providers and practice is in process to subscribe to Browsealoud services.</p>
<p>2. The name of the surgery on the window should be reprinted to ensure that all the letters are visible.</p>	<p>The name of the surgery on the window has been reprinted.</p>	<p>The name of the surgery has been replaced on the window but is written in blue and black. The deputy manager said that they would consider writing it in the same colour.</p> <p>After the visit, the practice manager confirmed that this will be reprinted in the same colour.</p>
<p>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.</p>	<p>No response</p>	<p>The surgery is able to organise an interpreter through Big Word. Patients' needs are also flagged up on the computer so that staff are aware of their needs. Staff members have received disability awareness training.</p>

<p>4. Staff should receive training on AIS.</p>	<p>After Healthwatch visited the surgery, all staff members have received refreshment training on AIS.</p>	<p>This took place last year.</p>
<p>5. The complaints/compliments procedure should be available in a variety of formats such as large print.</p>	<p>The complaints/compliments procedure is available in a large print</p>	<p>The procedure is available on the noticeboard but the deputy manager said that it is not available in large print.</p> <p>After the visit, the practice manager sent evidence showing that the poster is available in large print.</p>
<p>6. We are pleased that the surgery has a poster informing patients about AIS. If possible, this information should be available on an A3 poster.</p>	<p>The AIS A3 poster has been displayed.</p>	<p>There is a large poster displayed. It is highly visible to patients.</p>
<p>7. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>The surgery ramp edge has been highlighted for visual impaired patients.</p>	<p>Representatives observed that the ramp had been highlighted in green. The deputy manager said that they enquired about this and were informed that this is suitable. The colour had started fading and the representatives pointed this out. The deputy manager said that this could be repainted.</p> <p>On 24 August 2018, the practice manager sent a picture showing that the</p>

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