

# The Elmhurst Practice

Practice manager: Lorraine Chapman

Authorised representatives: Sarah Oyebanjo (Telephone)

Date of visit: 26/06/2018

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"> <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 mobility impairments rely on the keyboard.</li> <li>• Use the sitemap button, as this will make it easier for people with communication impairments to find information on the website.</li> </ul>	<p>On our website there is an option on the home page under “Further Information” for “Accessible Information Standards”. Within this option there is a link To “My Web My Way” which gives step by step guidance on how to change the users Browser for the above.</p> <p>I have however contacted our website provider to see if all the recommendations suggested for the website can be made available direct when patients access the website.</p>	<p>Recommendations were sent to the website provider and the practice manager is still awaiting a response.</p>

<ul style="list-style-type: none"> <li>• Access website information via screen readers and translation software (such as Browesaloud®) especially for people with visual impairments.</li> </ul>		
<p>2. If there is a communications book, all staff members should be informed about it so that they are able to use it when necessary.</p>	<p>I think there was a misunderstanding with regards to the communication book as this is something we are looking at but do not have in place yet.</p>	<p>There is a communications book available and the evidence was sent via email.</p>
<p>3. The surgery should consider changing the fire alarms so that there is a flashing red light as well when the alarm sounds. This will allow Deaf people to know when the fire alarm goes off.</p>	<p>We are unable to change the fire alarm as we are in an NHS Property Service building. However I will show them the report to see if the change can be made.</p>	<p>This information was passed on to the community officer who will raise this with NHS property service. No response has been received from them yet.</p>
<p>4. The surgery should have the full 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>We are currently producing posters in a variety of formats i.e. large print and yellow background paper for visual impaired.</p>	<p>This is now available in large print. Evidence was sent via email.</p>