

The Forest Edge Practice

Practice Manager: Rob Orange

Authorised representatives: Miranda Peers (staff member) & Vivien Nathan

Date of visit: 13th 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 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 because some people who are blind/ partially sighted with mobility impairments rely on the keyboard.• Access website information via screen reader and translation software (such as Browesaloud) especially for people with visual impairments.	<p>We have contacted our website provider, who are looking into the recommendations, we hope to make it more accessible in the near future, or we may need to change our website provider.</p>	<p>The manager has requested this but has not heard back from the website provider.</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 patients who have communication impairments.</p>	<p>I have asked Healthwatch if they can recommend a suitable publication for this.</p>	<p>A communications handbook is now available. Representatives were shown the book.</p>
<p>3. Staff should receive training on AIS.</p>	<p>Staff will receive online training for this.</p>	<p>The staff have completed this training via Bluestream and will do it every year.</p>
<p>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.</p>	<p>No response</p>	<p>The staff have received this training.</p>
<p>5. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.</p>	<p>No response</p>	<p>The practice manager said this training had been provided.</p>
<p>6. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.</p>	<p>We are preparing large print versions of various documents.</p>	<p>This is available as a leaflet and the size can be changed. However it did not state it is available in other formats.</p>
<p>7. The surgery should put a poster about Accessible Information Standard on</p>	<p>No response</p>	<p>The manager could only find the poster in A4 size.</p>

the noticeboard. If possible, this information should be available on an A3 poster.		He has asked Healthwatch to inform him where it may be able to obtain it in A3.
8. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.	No response	The representatives observed that there is no ramp, as such highlighting is not necessary.
9. The surgery should consider putting hand rails as there is a slight slope when entering the surgery.	No response	Rails have not been fitted to the ramp as they are not required. Representatives were able to clarify this.
10. The surgery should include a question about communication needs on the registration form.	No response	This question has been added to the registration form.
11. The surgery needs to put a procedure in place to identify communication needs of existing patients.	The registration form is being amended to include a question about communications needs.	Information is being added to the system as it arises. Existing patients would inform staff of their changing needs.
12. The surgery should install the hearing loop system and provide training for staff members on how to use the hearing loop.	This is now in place and staff have been trained in its use.	The surgery now has a portable hearing loop and staff have been trained on how to use it. The Dr would notice if there was a patient that was hard of hearing.

<p>13. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.</p>	<p>We have passed the Healthwatch comments on to the landlords of the building and are awaiting their response.</p>	<p>The practice manager said that the landlord will not fund this and their alarm system is very loud.</p> <p>There is a procedure to ensure all patients have vacated the building.</p>
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