

# The Loxford Practice

Practice Manager: Srinivasarao Putti

Authorised representatives: Suhasini Winter & Chandra Patel

Date of visit: 19<sup>th</sup> 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"><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>• Use the sitemap button, as this will make it easier for people with communication impairments to find information on the website.</li><li>• Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.</li></ul>	No response	The practice manager informed the representatives that it is not possible for the user to change the font size and colour on the website. The websites are due to be changes shortly.

<p>2. 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>We are currently looking to build in the above training into our extensive training program.</p>	<p>This training has not yet taken place.</p>
<p>3. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>No response</p>	<p>This training has not yet taken place.</p>
<p>4. The complaints/compliments procedure should be available in a variety of formats such as large print.</p>	<p>No response</p>	<p>Representatives did not see the actual complaints procedure but rather a sign informing patients that the procedure is available. The practice manager has now informed us that this is now available.</p>
<p>5. The surgery should include a question about communication needs on the registration form. The patient record system in use at the practice (EMIS) is able to flag communication needs but only if the information is entered into the system.</p>	<p>If a patient registers on-line, then as part of the Registration Process, the patient is asked if they have any Communications Needs. If a patient registers in person, the General Medical Service form that we are required to use, does not have this question on it. We will redesign our registration process to ensure this information is captured in the future.</p>	<p>The authorised representatives were given the patient registration form, but it does not include any questions asking patients if they have communication needs.</p> <p>The practice manager informed us after the visit that he will update the form and ask patients about their communication needs.</p>

	<p>We have also put up a new poster inviting patients to tell us if they have any Communication needs. This will then be recorded on the Patients' records.</p>	
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