

# The Palms Medical Centre

Practice Manager: Aysen Ismail

Authorised representatives: Fiona Cooke and Miranda Peers (Staff member)

Date of visit: 27th 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"><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 because some people who are blind/ partially sighted with mobility impairments rely on the keyboard.</li><li>• Access website information via screen reader and translation software (such as Browesaloud)</li></ul>	<p>No response</p>	<p>It is possible to change the size of the font on the website.</p> <p>It is not possible to change the colour of the background on the website. The practice manager said the provider does not offer this as an option, although they have put a request in for it.</p> <p>It is not possible to navigate the website without a mouse from a desktop (can do from mobile and laptop).</p> <p>Browsealoud is not available. The practice have queried it as a function request when functions get updated.</p>

<p>especially for people with visual impairments.</p>		
<p>2. A Communications handbook with basic images of common BSL and Makaton symbols should be available in the reception thus enabling staff to communicate more effectively with patients who have communication impairments.</p>	<p>No response</p>	<p>There is a communications handbook available in reception.</p> <p>There is also a poster on the noticeboard informing patients it is available. They also have information available in Easy Read, Makaton and Braille.</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 practice manager said they have Makaton symbol cards available which would help to assist patients that require extra assistance, furthermore restricting reliance on family members and carers.</p> <p>HWR to provide information on advocacy services that the practice can contact to support patients. On reflection it may be more appropriate for this to be information on chaperones. Another practice (Fullwell Avenue) said that the CCG provided this training for them.</p>

<p>4. The complaints/compliments procedure should be available on the noticeboard in a variety of formats such as large print for patients.</p>	<p>No response</p>	<p>A complaints/compliments procedure is available on the noticeboard. However there is no statement on it stating it is available in other formats. We suggested this should be added at the time of the visit.</p>
<p>5. Poster about Accessible Information Standards should be printed on large white A3 paper if possible.</p>	<p>No response</p>	<p>There is an AIS poster available in A3 &amp; A4 size on the noticeboard.</p>
<p>6. The surgery should provide training for staff members on how to use the hearing loop and also ensure that it is working properly.</p>	<p>We are in the process of arranging training for all staff to use the hearing loop. They have all been given an overview but not fully aware of how it fully works so we need to get them trained - can you advise of where to get this?</p>	<p>All the team followed the instructions that were provided with the hearing loop in terms of how to use it. They have contacted a Deaf Awareness training provider and are waiting to hear back from them about providing training for all staff.</p>
<p>7. The surgery should put a heading at the top of each noticeboard so that patients can easily identify relevant information. The boards should be free of clutter.</p>	<p>No response</p>	<p>The noticeboards in the surgery all have headings identifying the topics on the board. The noticeboards are all free of clutter.</p>

<p>8. Fire drills should be practiced with patients so that staff know how to support patients in the event of a fire.</p>	<p>No response</p>	<p>Fire drills have been put in place and practiced with the PPG.</p> <p>The surgery have installed a flashing light to enable people with a hearing impairment to be made aware of a fire.</p>
<p>9. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p>	<p>No response</p>	<p>The ramp has not been marked with yellow and black tape.</p> <p>The practice manager said they have tried the yellow and black tape but it peels off. They are looking into permanent solutions such as paint, but need to get permission from their new landlords.</p>
<p>10. The surgery needs to put a procedure in place to identify communication needs of existing patients.</p>	<p>No response</p>	<p>There is a procedure in place to identify the communication needs of existing patients.</p> <p>The form is called "Your Accessibility Needs" and Healthwatch were provided with a copy of the form.</p>