

# The Redbridge Surgery

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Date of visit: 20 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>	<p>We will also try to make changes on our website to make it more accessible for patients.</p>	<p>The website is accessible in large print. The surgery is looking into getting Browesaloud and changing the colour of the background.</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>We will make sure that the communication handbook with the basic images of common BSL and Makaton symbols should be available in the reception to communicate.</p>	<p>The communication handbook is available in reception. Evidence was sent via email.</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>With regards to the patients with communication needs coming with the carers; we always take patients consent whether they would like to come with the carers or wishes to have an independent interpreter.</p>	<p>Please see comment in provider response.</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>This is available in large print. There is also a statement informing patients that they can access the form in alternative formats. Evidence was sent via email.</p>