

The Shrubberies Medical Centre

Practice Manager: Elaine Edwards

Authorised Representatives: Anne Bertrand & Athena Daniels

Date of Visit: 3rd July 2018

| Recommendations made in original report | Provider response | Comments from Review |
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| <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; some people who are blind/partially sighted with mobility impairments rely on the keyboard.• Use the sitemap button, as this will make it easier for people with communication impairments | <p>We are aware of the limitations of our website. I have been in the process of looking at an alternative provider for our website, so your report was timely in endorsing this need. I am now evaluating which provider to use and plan to implement this within the next 2 weeks.</p> | <p>The practice manager said they have added Browsealoud to the website.</p> |

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| <p>to find information on the website.</p> <ul style="list-style-type: none"> • Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments | | |
| <p>2. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.</p> | <p>We will contact the landlord re the highlighting of the external ramp, the signage of the practice and the fire alarm.</p> | <p>The ramp had not been highlighted as the manager said the landlord does not want them to use tape.</p> |
| <p>3. The surgery should consider having an additional sign outside the premises so that it is visible from both approaches to the surgery/repositioning the sign so that it is facing forwards making it visible from both approaches to the surgery</p> | <p>No response</p> | <p>The representatives noted that there were signs on both sides of the surgery, making it visible from both sides.</p> |
| <p>4. 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>We certainly don't 'rely' on carers, family and friends to relay information to patients with communication needs. As my Reception Manager stated at the visit, we assess patient's needs when they first register, as it is a question on our registration form, and if any subsequent needs arise these will be acted on and clearly read coded in the patient's notes and on an alert which</p> | <p>Please see provider response column.</p> |

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| | will prompt the receptionist or clinician as to the patient's needs from booking an appointment to consulting with a clinician. | |
| 5. Staff should receive training on AIS. | We had a staff training event on AIS last year and as we now subscribe to an online training suite Blue Stream Academy, AIS is a compulsory training module which has to be completed annually and on induction by all members of staff including clinicians. | Please see provider response column. |
| 6. 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. | No response | A flashing light had been not installed on the fire alarm as the practice manager said the landlord will not install it. |
| 7. The complaints/compliments procedure should be available in a variety of formats such as large print for patients. | I believe our Reception Manager confirmed that the complaints leaflet is available, as are most leaflets, in large print but we do not have enough wall space to demonstrate this and so print to order. | Please see provider response column.. |
| 8. It would be useful for the surgery to have an electronic screen to inform patients when it is time for their appointment. The screen should also have audio | We requested an electronic screen with audio info from the CCG IT department over a year ago. I am delighted to say that this has now been installed but not yet fully functional as we await the | The electronic screen with audio has now been installed and is working. |

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| <p>information for people who have a visual impairment.</p> | <p>software to be installed by the CCG IT dept.</p> | |
| <p>9. The surgery should display a poster about the Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.</p> | <p>If we are provided with an A3 poster re AIS we will gladly display it.</p> | <p>The practice manager has asked if Healthwatch can email her an Accessible Information Standard poster in A3 as she does not know where to obtain it.</p> |