

# The Willows Practice

Practice Manager: Pam Gentry

Authorised Representatives: Hyacinth Osborne & Sally Curtis

Date: 10th July 2018

<b>Recommendations made in original report</b>	<b>Provider response</b>	<b>Comments from Review</b>
<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</li></ul>	<p>I am meeting with our clinical supplier on 7th September at which point I can discuss the web site issues and hopefully something can be arranged to address your concerns.</p>	<p>The practice manager told the representatives they have a new website.</p>

software (such as Browesaloud) especially for people with visual impairments.		
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	No response	<p>The representatives were shown a communications booklet that has been put together by the team as they were unable to purchase a more appropriate one.</p> <p>The practice manager asked if Healthwatch can send her the link for the communication book so that she may purchase one.</p> <p>Healthwatch will send the link for the communication book.</p>
3. Staff should receive training on AIS.	Training is provided regarding AIS with Blue Stream and all staff are in the process of doing the module. A number have already completed it.	The practice manager said that all staff have completed the training via Blue Stream.
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.	No response	The practice manager said this training is also provided by Blue Stream and has been completed.

5. Staff should be trained on how to provide information in an easy read format for patients with learning disabilities.	No response	The representatives were told that key members of staff attend the training and feedback information to the other staff on a weekly basis.
6. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.	No response	There is a complaints/compliments procedure available on the noticeboard.
7. The surgery should consider putting a poster about the Accessible Information Standards on the noticeboard. If possible, this information should be available on an A3 poster.	No response	The representatives did not see an Accessible Information Standards poster on the noticeboard.  However, the manager said she will print one from the computer.
8. The surgery should consider putting hand rails as there is a slight slope when entering the surgery	I have emailed the building manager regarding the sign outside and the hand rails and await a response.	The representatives noted there were no handrails on the ramp and it had not been highlighted.
9. The surgery should include a question about communication needs on the registration form.	We have reprinted our practice leaflet and Health Questionnaire in large font size 18. We have also included the following questions: Do you suffer from hearing impairment? Do you suffer from sight impairment? Do you have any learning difficulty?	The practice manager said this has been implemented.
10. The surgery needs to put a procedure in place to identify	We are attaching a note to all prescriptions asking patient to inform us	Please see provider response column.

<p>communication needs of existing patients.</p>	<p>of any communication needs and staff are asking patients the question at presentation.</p>	
<p>11. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop.</p>	<p>We have purchased 2 hearing loops which are in use and staff are trained on how it works. We tested it on our first partial hearing patient who presented and thought it wasn't working until he admitted he didn't have his hearing aid switched on, bless him.</p>	<p>The practice manager said that they have two portable hearing loops.  One is placed in the reception area and the other can be used in the doctor's room if required.</p>