

Wanstead Place Surgery

Practice Manager: Sheree Horsey

Authorised representatives: Anne Bertrand & Isabel Harvey

Date of visit: 5th 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">• 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.• Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.	<p>Our website can be changed in various colours by visiting our website and accessing Website Accessibility section at the base of our Home Page.</p> <p>Navigation with the keyboard is also available in the header each of the capital letters are underlined and by putting the letter in on the keyboard it will navigate to the particular heading.</p> <p>We have been advised by our Website provider that most patients who need screen readers would usually have one available to them.</p> <p>Browesaloud can also be added to our Website and we are in the process of arranging this to be implemented.</p>	<p>The user is now able to change the colour and font of the website.</p> <p>The website is being updated and the practice is working on including Browesaloud on their website.</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>A communication handbook has been provided to our Reception Staff with basic images of common BSL and Makaton symbols.</p>	<p>The practice manager showed the representatives a book with Makaton symbols which is available at reception and is used as a communication book.</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>Staff have been provided with guidelines for dealing patients with communication needs to respect their dignity and privacy.</p>	<p>See provider response column.</p>
<p>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.</p>	<p>Visual Impairment and deafness awareness training is being undertaken by our Reception Staff through online training.</p>	<p>The practice manager said this training is being provided for staff via Blue Stream.</p>
<p>5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.</p>	<p>Staff will have ongoing training in house and online to provide information in accessible formats for our patients with learning disabilities.</p>	<p>The practice manager said the staff are able to communicate with patients with learning difficulties as they have received training via Blue Stream.</p>

<p>6. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.</p>	<p>We have provided a large print of our Complaints Procedure to our Reception Staff which can be given to anyone wishing to access it.</p>	<p>The representatives noted that there is a complaints/compliments procedure is available in large print.</p>
<p>7. Staff should be provided with training on how to use the hearing loop. The hearing loop should also be checked regularly to ensure it is working.</p>	<p>The Staff have all had training on the hearing loop since your visit.</p>	<p>See provider response column.</p>
<p>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 information for people who have a visual impairment.</p>	<p>An electronic visual screen with audio is being installed in the Practice shortly.</p>	<p>Representatives noted there is an electronic screen in the reception area. The screen has audio as well as visual information to alert the patients of their appointment.</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>We are waiting for the Accessible Information Standard posters to be delivered.</p>	<p>There is no Accessible Information Standard poster on the noticeboard. Healthwatch has sent this poster via email.</p>
<p>10. Staff members should be provided with information of the organisation for booking BSL interpreters.</p>	<p>We have got access to booking BSL Interpreters via BIGWORD and all staff are aware.</p>	<p>See provider response column.</p>