

York Road Surgery

Practice Manager: Manit Dhesi

Authorised representatives: Sarah Oyebanjo (telephone)

Date of visit: 25 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 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	<p>We on our own are unable to make the changes requested as we do not have rights to do so. We can add or delete information only.</p> <p>However we will speak to the provider and see if we can have the necessary changes.</p>	<p>The practice manager said that they have raised this issue with the service provider and they are awaiting response from them.</p> <p>She said that she will contact them again for an update.</p>

<p>people with communication impairments 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. We are pleased that there is a communications folder with information in different formats such as large print and the alphabet sign book. However, the practice may wish to further enhance the means of communicating with patients who have additional communication needs by getting a communications book with basic images of common BSL and Makaton symbols.</p>	<p>We do have a BSL book in our communication folder.</p>	<p>There is currently some printed information for BSL and Makaton. In addition to this, the surgery is planning to buy another communications 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>Clients with communication needs do attend with their carer but we first communicate with the client and do not rely on carers and it is very important for us to maintain the dignity of the patient.</p>	<p>Please see the provider response column.</p>

<p>4. The complaints/compliments procedure should be available in a variety of formats such as large print and easy read.</p>	<p>The complaints and compliments procedure is available in large format in the Accessible Information folder.</p>	<p>A large print version of the complaints procedure is available. Evidence was sent via email.</p>
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