



**Enter & View  
Report**

**Chadwell Heath Surgery  
72 Chadwell Heath Lane  
Romford  
Essex RM6 4AT**

**Friday 28<sup>th</sup> July 2017**

This report is available to download from our website, in plain text version, **Large Print**, and can be made available in Braille or audio versions if requested.

Please contact us for more details.

[www.healthwatchredbridge.co.uk](http://www.healthwatchredbridge.co.uk)

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<b>Service Provider</b>	<b>Chadwell Heath Surgery 72 Chadwell Heath Lane Romford Essex RM6 4AT</b>
<b>Contact Details</b>	<b>Practice Manager- Karim Allam</b>
<b>Date/time of visit</b>	<b>Friday 28<sup>th</sup> July 2017</b>
<b>Type of visit</b>	<b>Announced visit</b>
<b>Authorised representatives undertaking the visits</b>	<b>Bushra Tahir Elaine Freedman</b>
<b>Contact details</b>	<b>Healthwatch Redbridge 1st Floor, 103 Cranbrook Road Ilford, Essex IG1 4PU  020 3874 4120</b>

## Acknowledgements

Healthwatch Redbridge (HWR) would like to thank the staff and patients at Chadwell Heath Surgery for their contribution to the Enter & View programme.

## Disclaimer

Please note that this report related to findings observed during our visit made on Friday 28<sup>th</sup> July 2017.

Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time of the visits.

# What is Enter & View?

Part of the local Healthwatch programme<sup>1</sup> is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

**Enter & View is the opportunity for Healthwatch Redbridge to:**

- Enter publicly funded health and social care premises to see and hear first-hand experiences about the service.
- Observe how the service is delivered, often by using a themed approach.
- Collect the views of service users (patients and residents) at the point of service delivery.
- Collect the views of carers and relatives through evidence based feedback by observing the nature and quality of services.
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners.

Enter & View visits are carried out as 'announced visits' where arrangements are made with the service provider, or, if certain circumstances dictate, as 'unannounced' visits.

Enter & View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what a service does well.

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Section 221(2) of The Local Government and Public Involvement in Health Act 2007:  
<http://www.legislation.gov.uk/ukpga/2007/28/section/221>

## Introduction

Healthwatch Redbridge (HWR) is conducting Enter & View visits to all GP practices across Redbridge as part of our work programme during July to October 2017.

Last year, Healthwatch Redbridge organised a series of workshops for practice managers across Redbridge, Havering, Barking and Dagenham to inform them about the Accessible Information Standard<sup>2</sup>. These visits are an opportunity for HWR to discover if the standards have been implemented across the borough.

## Accessible Information Standard

This standard aims to ensure that people who have a learning disability, communication impairment or sensory loss are provided with information that they can understand. They should also be able to receive support so that they can communicate effectively with health and social care services.

From 1<sup>st</sup> August 2016, all organisations that provide NHS or social care must follow the standard by law. For organisations to effectively implement the standard, they need to consider their policies, procedures, human behaviour and where applicable, electronic systems.

## Purpose of the visit

The visits were planned to evaluate whether GP practices across Redbridge are implementing the standards thereby ensuring that the needs of people with communication impairments are being met.

In addition to the workshop organised for practice managers, HWR also ran workshops for people with communication impairments. The feedback continues to show that people are not receiving information in a way that they can understand.

An example of when a patient's need was not met was when she asked her GP practice to provide information in large print but they continued to give her regular font. On one occasion, she missed her appointment because the letter that the surgery sent to her was not in the right font meaning that she was unable to read it.

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<sup>2</sup> <https://www.england.nhs.uk/wp-content/uploads/2015/07/access-info-upd-july-15.pdf>

NHS England reviewed the Accessible Information Standard during January- March 2017. Their subsequent report<sup>3</sup> found that many participants felt that the standard could have a significantly greater impact than it has done to date. This suggests that monitoring its compliance is necessary.

These visits will identify any areas where improvements could benefit patients. There is also an opportunity for Healthwatch to share examples of good practice found in GP surgeries across Redbridge. It is hoped that our findings will support practices in improving their services and making reasonable adjustments to meet patients' health care needs.

### Strategic Drivers:

- Part of Healthwatch Redbridge's work plan 2017-18
- Implementation of NHS Accessible Information Standards
- Seldom heard groups and the way in which they are supported to communicate are of particular interest to local Healthwatch.

## Methodology

Each Enter & View visit was announced. All 46 GP practices were informed about the visit and given about three weeks' notice of the time period that the visit will take place. The practices were not given the specific time and date but rather given a two week time frame. Information provided prior to the visit included a brief summary of the visit and the role of the attendees.

Prior to the visit, HWR staff members worked with authorised representatives to prepare questions that will be used during the visit. There were three separate set of questions: one for lead staff member, one for other staff members and one for service users.

Each visit involved observing the external and internal areas of the surgery. Representatives had the opportunity to identify any issues or challenges that someone with an impairment might face when using the facilities in the surgery.

Where possible, the representatives spoke to the practice manager, other staff members such as the receptionist and nurses and service

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<sup>3</sup> <https://www.england.nhs.uk/wp-content/uploads/2017/07/accessible-info-std-review-report.pdf>

users. Due to the specific nature of the visit, it wasn't always possible to speak to patients with communication impairments.

At the end of the visit, staff members were informed that a draft report would be sent to them. A draft report was sent to each GP practice and they were given 20 working days to respond with their comments.

## Reviewing website accessibility

In addition to visiting the GP practices, all the practice websites were checked to find out whether they are accessible for people with communication impairments.

Three volunteers assessed each website using a checklist (Appendix 1) devised by HWR staff members. Two of the volunteers who reviewed the website had communication impairments; one of the volunteers was Deaf and the other volunteer has Asperger's Syndrome.

## Results of website review

- It is not possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- The website does not have a "sitemap" button.
- There are no images that need to be explained.
- It is possible to navigate the whole website without a mouse.
- There is no audio content on the website.
- Information on the website is written in plain English.

## Results of the visit

**Please note:** Authorised representatives visited the surgery on Tuesday 4<sup>th</sup> July 2017 based on the timing available on NHS choices website. The surgery was closed so the representatives had to revisit the surgery on Friday 28<sup>th</sup> July 2017.

### Observations made outside the premises:

- There is sufficient and clear signage to the premises. However, the opening times on the notice board is not accurate.
- There isn't accessible and sufficient parking available close to the entrance.
- A ramp is available but the edges are not highlighted. Highlighting the edges of the ramp makes it easier for people with visual impairments to notice the ramp.

### Observations made inside the premises:

- No trip hazards/sharp edges were identified.
- Representatives did not observe any interaction between staff and service users during this visit.
- Signs in the surgery were available in different formats. The toilet is fully accessible but the sign in front of the door does not show this.
- The fire exits were clearly signed.
- The noticeboards were not cluttered. However, the font size of most of the posters was small. It may be difficult for someone with a visual impairment to read them.
- The complaint/ compliments procedure was not available on the noticeboard.

#### Provider Response:

The practice does show Practice Complaint Procedures in the Waiting Area.

- A large sign is displayed on the wall informing patients about the hearing loop.
- There was no electronic screen in reception. Patients are informed about their appointment over the tannoy. The tannoy is quite low



meaning that someone who has a hearing impairment could miss the announcement.

- There is a check-in screen in the waiting area. It is clear and easy to see the information. The font is written in blue and black in a large print.
- The fire alarm does not have flashing lights.
- There was no poster informing patients about the Accessible Information Standard (AIS) and asking them to inform staff about their needs.

### Speaking to the practice manager

- The manager said that patients are asked about their communication needs when they first register at the surgery.
- Existing patients can also inform staff of their communication needs.
- Patients' needs are recorded on the database.
- The surgery uses the EMIS<sup>4</sup> data system.
- The system does not flag up when a patient with a communication impairment presents at reception.
- The practice manager said that EMIS does not allow pop-up information.
- Clinicians are informed about the patient's needs on the database.
- There is a portable hearing loop in the surgery however, the manager said that staff have not been provided with training on how to use it.

#### Provider Response:

All members of staff have had training for the Hearing Loop which is now well placed and ready to use by patients in the Reception area.

- Patients are made aware of the hearing loop due to the sign in the reception area. On 20<sup>th</sup> September, a representative checked the hearing loop and it was working adequately.
- Staff have been provided with training on how to communicate effectively with patients.
- They have received deaf awareness training, communication training and learning disabilities training.

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<sup>4</sup> EMIS is an electronic patient health record system used by many GPs

- The surgery accesses the training online using Blue Stream. Training is available all year round and staff can access the training from home as well.
- Information is not available in different formats such as large print.
- The surgery is unable to support the next of kin/carer with a communication impairment.
- The practice manager said that it is too expensive to provide this for patients. They have approached the CCG/local authority for help with funding but no support has been provided.
- When asked about the format that information is provided for people with communication impairment, the manager said that people with a hearing impairment have the hearing loop. Nothing is provided for people with a visual impairment.
- The manager said that most people with learning disabilities come to their appointments with their carers or nurses.
- The surgery is not able to access BSL interpreters, Signalong or Makaton.
- There is no communications handbook in the surgery (see recommendations for further information).

### Speaking to other staff

Representatives spoke to one staff member during this visit.

- The staff member was unaware of the Accessible Information Standard.
- She said that staff have been provided with online training on how to support patients with visual impairments, hearing impairments and learning disabilities.
- The staff member mentioned that training on AIS would be beneficial.
- A patient with additional communication needs would be identified on the computer system.
- When asked about how a patient with a hearing impairment would know when they have been called for their appointment, the staff member said that the surgery does not have much in place for this. The doctor will come out and call the patient.
- There is a portable hearing loop in reception.

- The staff member was unaware of the way to provide information for someone with a hearing impairment, visual impairment or learning disability.
- There is no communications handbook available at reception.
- The fire alarm does not have flashing lights.
- In the event of a fire, the fire marshals support patients to exit the building.
- No problems were identified when the last fire drill was conducted.

### Speaking to patients

Representatives spoke to three patients during the visit.

- One patient said that he could not remember if he was asked about his communication needs.
- One patient said that she was not asked about her communication needs whilst one patient said that she was asked about her communication needs.
- Two of the patients we spoke to said that they have communication impairments.
- They said that staff are aware of their communication needs and reception staff, doctors and nurses are able to support them effectively according to their support needs.

## Recommendations

1. To make the website more accessible, patients should be able to:
  - 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.
  - Access website information via screen readers and translation software (such as Browesaloud®<sup>5</sup>) especially for people with visual impairments.
2. A Communications handbook<sup>6</sup> 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.
3. Staff should receive training on AIS.
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 comprises a patients' right to privacy and dignity.
5. The surgery should have a complaints/compliments procedure and this should be available in a variety of formats such as large print for patients.
6. 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.
7. The surgery should put a poster about Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.
8. The surgery needs to put a procedure in place to identify communication needs of existing patients.

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<sup>5</sup> <https://www.texthelp.com/en-gb/products/browsealoud/>

<sup>6</sup> Example of a standard hospital communication book can be found at:  
<http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

9. Staff should contact the database provider because all the GP surgeries that Healthwatch Redbridge has visited with the EMIS database have told us there is a flagging system to inform staff about the patient's communication needs.
10. Staff should be provided with training on how to use the hearing loop.

## Service Provider Responses

We would like to thank Chadwell Heath Surgery for the responses made and Healthwatch Redbridge has incorporated them within this report where appropriate.

### Distribution

- Chadwell Heath Surgery
- Redbridge Clinical Commissioning Group
- Barking, Havering and Redbridge Quality Surveillance Group
- Care Quality Commission
- Healthwatch England

## Appendix 1 - Website accessibility checklist

### Website accessibility checklist

Questions	Yes	No
Can you change the text size?		
	Comments	
Can you change the colour of the background?		
	Comments	
Does the website have a "sitemap" button?		
	Comments	
Are there keyboard shortcuts? / Can you navigate the website without a mouse?		
	Comments	
Does the website have audio content?		
	Comments	
Is the website content written in "plain English"?		
	Comments	
Additional comment		

## Appendix 2 - Observation sheets

### GUIDANCE For Enter & View to GP Surgeries Re: Accessible Information

#### Observation Checklist

Name of Surgery: \_\_\_\_\_

Name of Authorised Representative: \_\_\_\_\_

Date: \_\_\_\_\_



Observations/Questions	Yes	No
<b>Getting to the Service:</b> There is sufficient and clear signage to the premises being visited: signs are clear, unobstructed and easily readable	Yes Comments:	No Comments:
There is accessible & sufficient parking available close to the entrance - drop off point directly outside the entrance	Yes Comments:	No Comments:
A ramp/lift is available, or there is a working assistance bell - <i>Edge of ramp highlighted to keep people off uneven surface</i>	Yes Comments:	No Comments:
Fire alarms have a light as well as sound	Yes Comments:	No Comments:
Fire exits clearly signed in various formats. Words Pictures	Yes Comments:	No Comments:
<b>Within the premises:</b> Are there trip hazards/sharp edges/furniture in pathway (both permanent & temporary)	Yes Comments:	No Comments:

Signs in various formats including pictures (e.g. on toilet doors - are they clear/contrasting/pictures)	Yes Comments:	No Comments:
Interaction between staff and service users; are they facing service user whilst talking to them using body language to communicate as well as verbal communication, is plain language - is plain language used	Yes Comments:	No Comments:
Complaint/compliments procedure information is available in alternative formats - for patients & relatives - is it on the noticeboard	Yes Comments:	No Comments:
Are the noticeboards cluttered, and are the notices easily legible	Yes Comments:	No Comments:
Is there a hearing loop sign?	Yes Comments:	No Comments:
Does the surgery have an electronic screen to inform patients of their appointment - if so what colour are the screen and writing - does it show room no. Doctor name - is it audio as well as visual		
<b>Further Comments:</b> Please provide any relevant information about accessible information		

## Appendix 3 - Questions for lead staff

### Questions for MANAGER/PERSON IN CHARGE at

#### GP Surgery

Name of Surgery: \_\_\_\_\_  
 Name of lead manager: \_\_\_\_\_  
 Name of Authorised Representatives: \_\_\_\_\_  
 Date: \_\_\_\_\_

	Yes	No
1. Are patients asked about their communication needs when they first register at the surgery? For example: <ul style="list-style-type: none"> <li>Are they asked if they have difficulties with sight/hearing?</li> <li>Are they asked if they have a learning disability?</li> </ul>	Please explain	
2. What have you put in place for existing patients to ensure that you are aware of their communication needs?	Comments	
3. How are these needs recorded if they have any?	Comments	
<i>NOTE FOR REPS: If the manager seems unsure you can prompt them with the following questions: Are they recorded on a database? Or by any other means?</i>		
4. When a patient presents at reception, is there a 'pop up' which flags their needs?	Yes	No
	Comments	
5. If yes, what system do you use?	Comments	
6. If there is no system in place can you explain the reasons for this?	Comments	

	Yes	No
7. Is there a process in place to ensure that the doctor/nurse dealing with the patient whilst they are in the surgery are aware of their communication needs before they start to interact with them?	Comments	
8. Is there a hearing loop in the surgery, if there is what type of loop is it? <ul style="list-style-type: none"> <li>Fixed/Portable/Both</li> </ul>	Comments	
9. Have staff been provided with training on how to use it?	Yes	No
	Comments	
10. Are patients made aware that a hearing loop is available?	Yes	No
	Comments	
11. What training is provided to support all staff to communicate effectively with patients? Deaf awareness training Dementia awareness Easy read training	Last date of training Yes Yes Yes Yes	No No No No
	Comments	
12. How often do you have this training?	Comments	
13. Is information available in different formats to make it accessible to all patients and are patients aware of this? For example: large print, easy read, Braille, Audio. <i>NOTE FOR REPS: Please ask to see examples of this if possible and comment on what you have seen</i>	Yes	No
	Comments	
14. What format do you provide for people with: a. Hearing impairment b. Visual impairment c. Learning disabilities	Comments	

	Yes	No
15. Are you able to access: <ul style="list-style-type: none"> <li>BSL (British Sign Language) interpreters</li> <li>Signalong (based on BSL)</li> <li>MAKATON (a language programme using signs and symbols to help people to communicate)</li> </ul>	Yes Comments	No Comments
16. Where/which organisations might you access the above if you use them?	Comments	
17. Do you have a communication book? <i>NOTE FOR REPS: if they have one, please ask to see it and comment on what you have seen</i>	Yes	No
	Comments	
18. If the next of kin/carer of the patient had any communication needs, is information provided to them in a format that is accessible to them?	Yes	No
	Comments	
19. How would you know this and would it be on the patients records?	Comments	
20. Is there anything you would like to share with Healthwatch Redbridge?	Comments	

#### Information for Manager when leaving

Inform them that we will send a copy of the report within 20 working days for your comments & corrections if necessary.



## Appendix 4 - Questions for other staff

### Questions for STAFF in GP Surgery

Name of Surgery: \_\_\_\_\_

Name of Authorised Representatives: \_\_\_\_\_

Dates: \_\_\_\_\_

	Yes	No
1. Are you aware of the Accessible Information Standard (AIS)?	Comments	
2. Have you been provided with training on how to support patients with:		
NOTE FOR REPS: If they answer yes, please ask what type of training it was and tick the appropriate box		
• Visual impairments: blind & partially sighted	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Hearing impairments: profoundly deaf & hard of hearing	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Learning Disabilities	Yes	No
On-line <input type="checkbox"/>	Comments	
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
3. Do you feel that you would benefit from any other training with regard to AIS?	Yes	No
4. How would a patient that has a specific need be identified? i.e. had hearing impairments, visual impairments or learning disability?	Comments	
• Would it be flagged up on the computer system <input type="checkbox"/>		
• Electronic system <input type="checkbox"/>		
• A card provided by surgery they show to staff on arrival <input type="checkbox"/>		
5. How would a patient with a hearing impairment know that they had been called for their appointment?	Comments	
Please ask staff member to describe this		

	Yes	No
6. Is there a hearing loop in the surgery, if there is what type of loop is it?	Yes	No
• Fixed/Portable/Both	Comments	
7. Are you aware of the ways that information should be provided for people with:	Yes	No
• hearing impairments	Comments	
• visual impairments	Yes	No
• Learning disability?	Comments	
If yes, what are they?		
NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them.		
• Hearing impairments - British sign language, subtitles on TV		
• Visual impairments - Large print or audio		
• Learning disabilities - Easy Read		
8. Do you have a communications book?	Yes	No
NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen	Comments	
9. If there was a fire or emergency do you know if there is an appropriate alarm for those with hearing impairments? If yes, what is it? If possible, can you show us?		
• Flashing red light		
10. In the event of a fire, what is the procedure for evacuating those who are Deaf or Blind?	Comments	
11. Has there been a fire drill and if yes, did it flag up any problems?	Yes	No
Comments		
12. Is there anything you would like to share with Healthwatch Redbridge?	Comments	

## Appendix 5 - Questions for Patients

### Questions for PATIENTS at GP Surgery

Name of Surgery: \_\_\_\_\_  
 Name of Authorised Representatives: \_\_\_\_\_

Date: \_\_\_\_\_

1. When you registered at the surgery were you asked SPECIFICALLY if you had any: <ul style="list-style-type: none"> <li>• hearing problems</li> <li>• problems with your sight</li> <li>• Or needed easy read information?</li> </ul>	Yes Comments	No Comments
2. How were you asked about this?	Yes Comments - Please state	No Comments - Please state
3. Do you HAVE a communication need such as those mentioned above?  <i>NOTE FOR REPS: If the patient answers yes, please continue with the questions, if they answer no, please say "we are here today to speak to patients with communication needs, so we don't need to keep you any longer. Thank you."</i>	Yes Please explain	No Please explain
4. Are staff aware of your communication needs?	Yes Please explain	No Please explain
5. Do you feel that reception staff are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain

5a. Do you feel that the doctors are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain
5b. Do you feel that the nurses are able to help you effectively according to your communication needs?	Yes Please explain	No Please explain
6. If not, how do you feel this could be improved?	Comments	
7. What, if anything can be done to improve the way information is provided to you? For example: <ul style="list-style-type: none"> <li>• large print,</li> <li>• audio (spoken / recorded information)</li> <li>• easy read</li> </ul>	Comments	
8. Has there ever been a time when your communication needs have not been met? For example, when being called for an appointment or provided with written information	Yes No	Please explain
9. Is there anything else you would like to talk to us about?		

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