



**Enter & View
Report**

**Fullwell Cross Medical Centre
1 Tomswood Hill,
Ilford, Essex
IG6 2HG**

Monday 31st 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

020 3874 4120

info@healthwatchredbridge.co.uk

| | |
|--|---|
| Service Provider | Fullwell Cross Medical Centre 1 Tomswood Hill, Ilford, Essex IG6 2HG |
| Contact Details | Practice Manager – Andrew Watson |
| Date/time of visit | Monday 31st July 2017, 11:00am- 12:30pm |
| Type of visit | Announced visit |
| Authorised representatives undertaking the visits | Anne Bertrand Hyacinth Osborne |
| Contact details | Healthwatch Redbridge 1st Floor, 103 Cranbrook Road Ilford, Essex IG1 4PU 020 3874 4120 |

Acknowledgements

Healthwatch Redbridge (HWR) would like to thank the staff and patients at Fullwell Cross Medical Centre for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Monday 31st 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 programme¹ 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.

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 Standard². 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 1st 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.

² <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 report³ 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 users. Due to the specific nature of the visit, it wasn't always possible to speak to patients with communication impairments.

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

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 possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- The images have text descriptions explaining what the image is about.
- The website has a "sitemap" button.
- It is not entirely 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

Observations made outside the premises:

- Signs to the premises are clear and easy to read.
- Three accessible parking spaces are available and 12 parking spaces for staff and visitors.
- A ramp is available but it is not highlighted at the edge. Highlighting the edges of the ramp makes it easier for people with visual impairments to notice the ramp.

Observations made inside the premises:

- Reception staff sit behind a glass screen and this can make it more difficult for a Deaf person to lip read because of the glare.
- A trip hazard was identified at the entrance; the mat was not taped down.
- The noticeboards were not cluttered and the posters were adequately spaced out however some of the information was written in small print.
- The complaints procedure was available on the noticeboard but it does not mention that it is available in other formats such as large print.
- There is a box in reception with feedback for the NHS friends and family test⁴.
- There were several fire exits signs in the premises with pictures and words.
- The hearing loop sign is available in front of every consulting room door.
- There is an electronic screen in the waiting area to inform patients of their appointment. The writing is in red font on a black background. It shows the patient's name, doctor's name and room number.
- When the patient is called for their appointment, the electronic screen also makes a beep sound.
- In front of each consulting room, the doctor's name is written in a black font on white paper. This is useful for patients so that they know which room to go to.
- There is a poster asking patients about their communication preference and telling them to inform staff of their needs.
- The fire alarms do not have flashing light as well as sound.

⁴ <http://www.nhs.uk/nhsengland/aboutnhsservices/pages/nhs-friends-and-family-test.aspx>

Speaking to the practice manager

- The manager said that patients are asked about their communication needs when they first register at the surgery.
- Representatives were shown a copy of the registration form, which asked patients about their communication needs.
- Patient's needs are recorded on the computer system.
- The surgery is currently using Vision but they will be switching to the EMIS⁵ patient record system in the near future.
- Clinicians are informed about the patient's communication needs by the computer system. The information is flagged up when the patient's name is entered on the system.
- The surgery has both fixed and portable hearing loops. On 20th September, a representative checked the portable hearing loop and it was working.
- Staff have been provided with training on how to use the hearing loop.
- Signs for the hearing loop are available in the waiting area and on the consulting room door informing patients about their availability.
- The manager said that staff members have not been provided with deaf awareness training and easy read training. They have received online training on Accessible Information Standard.
- This training takes place bi-yearly.
- Information is available in different formats for patients. The manager showed the representative a large print registration form and an easy read document for getting started with GP online services.
- The surgery is able to access BSL interpreters. The organisation that they use for this service is Big Word.
- There is no communications⁶ handbook.

Speaking to staff

Representatives spoke to one staff member during the visit.

- The staff member was aware of the Accessible Information Standard.

⁵ EMIS is an electronic patient health record system used by many GPs

⁶ Example of a standard hospital communication book can be found at:

<http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

- She said that she has not been provided with any specific training on how to support patients with a visual impairment, hearing impairment or learning disability.
- She said that she would still like to have training on AIS.
- If a patient has a specific communication need, this is identified on the computer system.
- If a patient with a hearing impairment is waiting for their appointment, the GP will come out to inform the patient when it is their turn.
- The surgery has both fixed and portable hearing loops.
- The staff member said that she is not aware of the different ways to provide information for someone with a visual impairment, hearing impairment or someone with a learning disability.
- There is no communications book.
- She was unsure whether the fire alarm has flashing red lights as well as sound.
- The staff member said that there is no procedure in place to support a Deaf person in the case of a fire.
- Fire drills are conducted every six months and no problems have been highlighted.

Speaking to patients

Representatives spoke to three patients during the visit.

- Two patients said that they were not asked about their communication needs. One patient said that he was asked about his hearing impairment.
- Representatives spoke to one patient with a hearing impairment. The patient was attending an appointment with his interpreter, which was booked by the surgery.
- He said that staff members are aware of his communication needs.
- The receptionist and clinicians are able to support him effectively according to his communication needs.
- He said that he does not feel that anything could be done to improve the way information is provided to him.

Recommendations

1. To make the website more accessible, patients should be able to:
 - Change the colour of the background because some people cannot read text if there isn't sufficient contrast between the text and background.
 - Navigate the whole website without a mouse because some people who are blind/partially sighted with mobility impairments rely on the keyboard.
 - Access website information via screen reader and translation software (such as Browesaloud⁷) especially for people with visual impairments.
2. A Communications Handbook⁸ 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. Visual impairment and deaf awareness training should be provided for all staff members as an annual rolling programme. This would enable staff to know how to communicate better with a deaf/blind person.
5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.
6. Patients should be informed that they can get the complaints/compliments procedure in different formats such as large print and audio.
7. The surgery should put a poster about the Accessible Information Standard on the noticeboard. If possible, this information should be available on an A3 poster.
8. The surgery should consider changing the fire alarms so that there is a flashing light as well when the alarm sounds.
9. The surgery should consider highlighting the edge of the ramp so that it is easier for people with visual impairments to notice it.
10. Staff should be provided with the necessary procedure for assisting Deaf people out of the building in the case of a fire.

⁷ <https://www.texthelp.com/en-gb/products/browsealoud/>

⁸ Example of a standard hospital communication book can be found at:

<http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

Service Provider Responses

No response was received from Fullwell Cross Medical Centre.

Distribution

- Fullwell Cross Medical Centre
- 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 |
|--|------------------|-----------------|
| Getting to the Service: 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: |
| Within the premises: 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 | | |
| Further Comments: 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"> Are they asked if they have difficulties with sight/hearing? Are they asked if they have a learning disability? | 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? <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> | Comments | |
| 4. When a patient presents at reception, is there a 'pop up' which flags their needs? | Yes | No |
| 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"> Fixed/Portable/Both | Comments | |
| 9. Have staff been provided with training on how to use it? | Yes | No |
| 10. Are patients made aware that a hearing loop is available? | Comments | |
| 11. What training is provided to support all staff to communicate effectively with patients? Deaf awareness training Communication training Dementia awareness Easy read training | Last date of training | |
| 12. How often do you have this training? | Yes | No |
| 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> | 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"> BSL (British Sign Language) interpreters Signalong (based on BSL) MAKATON (a language programme using signs and symbols to help people to communicate) | 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 |
| 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? | Comments | |
| 19. How would you know this and would it be on the patients records? | Yes | No |
| 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 |
|---|--|--------------------------|--------------------------|
| | | Comments | Comments |
| 1. Are you aware of the Accessible Information Standard (AIS)? | | | |
| 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 | | | |
| <ul style="list-style-type: none"> Visual impairments: blind & partially sighted On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> | | Yes | No |
| <ul style="list-style-type: none"> Hearing impairments: profoundly deaf & hard of hearing On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> | | Yes | No |
| <ul style="list-style-type: none"> Learning Disabilities On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> | | Yes | No |
| 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? ie had hearing impairments, visual impairments or learning disability? | | Comments | Comments |
| <ul style="list-style-type: none"> Would it be flagged up on the computer system Electronic system A card provided by surgery they show to staff on arrival | | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. How would a patient with a hearing impairment know that they had been called for their appointment? | | Comments | Comments |
| Please ask staff member to describe this | | | |

| | | Yes | No |
|--|--|----------|----------|
| | | Comments | Comments |
| 6. Is there a hearing loop in the surgery, if there is what type of loop is it? | | Yes | No |
| <ul style="list-style-type: none"> Fixed/Portable/Both | | Comments | Comments |
| 7. Are you aware of the ways that information should be provided for people with: | | Yes | No |
| <ul style="list-style-type: none"> hearing impairments visual impairments learning disability? If yes, what are they? | | Comments | Comments |
| NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them. | | | |
| <ul style="list-style-type: none"> Hearing impairments - British sign language, subtitles on TV Visual impairments - Large print or audio Learning disabilities - Easy Read | | Yes | No |
| 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 | | | |
| 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? | | Comments | Comments |
| <ul style="list-style-type: none"> Flashing red light | | | |
| 10. In the event of a fire, what is the procedure for evacuating those who are Deaf or Blind? | | Comments | Comments |
| 11. Has there been a fire drill and if yes, did it flag up any problems? | | Yes | No |
| | | Comments | Comments |
| 12. Is there anything you would like to share with Healthwatch Redbridge? | | Comments | 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"> • hearing problems • problems with your sight • Or needed easy read information? | Yes Comments | No Comments |
| 2. How were you asked about this? | Yes Comments - Please state | No |
| 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 Comments - Please state | No |
| 4. Are staff aware of your communication needs? | Yes Please explain | No |
| 5. Do you feel that reception staff are able to help you effectively according to your communication needs? | Yes Please explain | No |

| | | |
|---|-----------------------|----------------------|
| 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"> • large print, • audio (spoken/recorded information) • easy read | 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? | | |

Healthwatch Redbridge

1st Floor,
103 Cranbrook Road
Ilford, Essex IG1 4PU

020 3874 4120

info@healthwatchredbridge.co.uk
www.healthwatchRedbridge.co.uk