



**Enter & View
Report**

**Wanstead Place Surgery
45 Wanstead Place,
Wanstead, London
E11 2SW**

Thursday 14th September 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.

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Service Provider	Wanstead Place Surgery 45 Wanstead Place, Wanstead, London E11 2SW
Contact Details	Practice Manager – Sherree Horsey
Date/time of visit	Thursday 14th September 2017, 10:45am- 12:15pm
Type of visit	Announced visit
Authorised representatives undertaking the visits	Sarah Oyebanjo Naina Thaker
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 Wanstead Place Surgery for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Thursday 14th September 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 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.
- There are no images on the website that need to be explained.
- The website does not have a "sitemap" button.
- 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

Observations made outside the premises:

- Signage to the premises is bold and clear. The font is blue on a white background.
- No accessible parking is available.
- There are three steps leading to the main entrance and the edges of the steps are not highlighted. Highlighting the edge of the steps will make it easier for someone with a visual impairment to notice the steps.
- A ramp is available to the side of the main entrance. The patient can come up the ramp and ring the doorbell and a member of staff will help the patient.

Observations made inside the premises:

- No trip hazards were identified.
- There is a glass screen separating staff and patients but patients can speak to the receptionist through a small gap.
- Signs to the consulting rooms are large and clear. There are pictures on the toilet doors.
- The noticeboards were not cluttered. Most of the notices are available in regular font size.
- The noticeboards have different headings thereby making it easy for people to know where to look for specific information.
- The complaint/ compliments procedure was available on the noticeboard. The procedure is easy to identify as it is placed separately from the other information and it also has a bold heading. There was no mention of its availability in other formats such as large print.
- A hearing loop sign is available in the reception area. A representative checked the hearing loop using the hearing loop checker and it was working.
- There is no electronic screen available in reception. There is a tannoy to inform patients of when it is their turn.
- There was no poster informing patients about the Accessible Information Standard and asking them about their communication needs.
- The fire exits were clearly signed in words and pictures.

Speaking to the receptionist

The practice manager was not available during the visit. The representatives spoke to the receptionist.

- The receptionist said that patients are asked about their communication needs when they first register at the surgery. The representative was shown the registration form. On the form, patients are asked about their communication needs.
- For existing patients, staff can update their records and this information pops up when the patient revisits the surgery.
- New patient's communication needs are recorded on the computer system. The surgery uses EMIS database⁴.
- Doctors and nurses are informed of patient's communication needs because it will pop-up when the patients name is put in the database.
- The receptionist was unsure of the type of hearing loop that the surgery has. She said that they have never had to use it.
- She said that the hearing loop was checked about a year ago. A representative checked the hearing loop and it was working.
- Patients are made aware of the hearing loop by the sign available in reception.
- Staff members have not been provided with training on how to support patients who have a hearing impairment, visual impairment and learning disabilities.
- When asked about how a Deaf patient would know when it is their turn, the staff member said that the receptionist will assist the person or the doctor will come out and get the patient.
- The receptionist was unaware of the alternative formats to provide information for people with communication impairments. However, she mentioned that staff would assist patients with additional needs.
- She mentioned that people with additional communication needs often attend their appointments with their family members and friends so they are able to support them.
- The surgery is able to access BSL interpreters. The receptionist was unsure about the organisation used to access interpreters.
- A communications book is not available.
- The surgery is able to record the communication needs of the next of kin/carers.
- The fire alarm has flashing lights as well as sound.

⁴ EMIS is an electronic patient health record system used by many GPs

Speaking to patients

A representative spoke to four patients during the visit.

- All four patients said that they were unsure whether they had previously been asked about their communication needs.
- One patient was profoundly deaf. He said that staff members meet his communication needs as they speak very clearly.

Recommendations

1. To make the website more accessible, patients should be able to:
 - Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.

Provider response:

Our website can be changed in various colours by visiting our website and accessing Website Accessibility section at the base of our Home Page.

- Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.

Provider response:

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.

- Access website information via screen readers and translation software (such as Browesaloud®⁵) especially for people with visual impairments.

Provider response:

We have been advised by our Website provider that most patients who need screen readers would usually have one available to them.

Browesaloud can also be added to our Website and we are in the process of arranging this to be implemented.

2. A Communications Handbook⁶ 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.

Provider response:

A communication handbook has been provided to our Reception Staff with basic images of common BSL and Makaton symbols.

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

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

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.

Provider response:

Staff have been provided with guidelines for dealing patients with communication needs to respect their dignity and privacy.

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.

Provider response:

Visual Impairment and deafness awareness training is being undertaken by our Reception Staff through online training.

5. Staff should be trained on how to provide information in an accessible format for patients with learning disabilities.

Provider response:

Staff will have ongoing training in house and online to provide information in accessible formats for our patients with learning disabilities.

6. The complaints/compliments procedure should be available in a variety of formats such as large print for patients.

Provider response:

We have provided a large print of our Complaints Procedure to our Reception Staff which can be given to anyone wishing to access it.

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.

Provider response:

The Staff have all had training on the hearing loop since your visit.

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.

Provider response:

An electronic visual screen with audio is being installed in the Practice shortly.

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.

Provider response:

We are waiting for the Accessible Information Standard posters to be delivered.

10. Staff members should be provided with information of the organisation for booking BSL interpreters.

Provider response:

We have got access to booking BSL Interpreters via BIGWORD and all staff are aware.

Service Provider Responses

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

Distribution

- Wanstead Place 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
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? 	Yes	No 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
5. If yes, what system do you use?	Comments	Comments
6. If there is no system in place can you explain the reasons for this?	Comments	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	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	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	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
12. How often do you have this training?	Comments	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
14. What format do you provide for people with: a. Hearing impairment b. Visual impairment c. Learning disabilities	Comments	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) 	Yes Comments	No Comments
16. Where/which organisations might you access the above if you use them?	Comments	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?	Yes	No
19. How would you know this and would it be on the patients records?	Comments	Comments
20. Is there anything you would like to share with Healthwatch Redbridge?	Comments	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

<u>Questions for STAFF in GP Surgery</u>					
Name of Surgery: _____ Name of Authorised Representatives: _____ Dates: _____					
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"/> • Hearing impairments: profoundly deaf & hard of hearing On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> • Learning Disabilities On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
3. Do you feel that you would benefit from any other training with regard to AIS? 4. How would a patient that has a specific need be identified? i.e. had hearing impairments, visual impairments or learning disability? <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 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
5. How would a patient with a hearing impairment know that they had been called for their appointment? Please ask staff member to describe this	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				

6. 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 7. Are you aware of the ways that information should be provided for people with: <ul style="list-style-type: none"> • hearing impairments • visual impairments • learning disability? If yes, what are they? 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 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
8. Do you have a communications book? NOTE FOR REPS: If they have one, please ask to see it and comment on what you have seen	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes No</td> <td style="width: 50%; text-align: center;">Comments</td> </tr> <tr> <td style="text-align: center;">Yes No</td> <td style="text-align: center;">Comments</td> </tr> </table>	Yes No	Comments	Yes No	Comments
Yes No	Comments				
Yes No	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? <ul style="list-style-type: none"> • Flashing red light 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
10. In the event of a fire, what is the procedure for evacuating those who are Deaf or Blind?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
11. Has there been a fire drill and if yes, did it flag up any problems?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No Comments				
12. Is there anything you would like to share with Healthwatch Redbridge?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes Comments</td> <td style="width: 50%; text-align: center;">No Comments</td> </tr> <tr> <td style="text-align: center;">Yes Comments</td> <td style="text-align: center;">No Comments</td> </tr> </table>	Yes Comments	No Comments	Yes Comments	No Comments
Yes Comments	No Comments				
Yes Comments	No 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 Yes Comments Yes Comments	No Comments No Comments No Comments
2. How were you asked about this?		
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 Comments
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"> • 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

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