



**Enter & View
Report**

**Newbury Group Practice
Newbury Park Health Centre
40 Perrymans Farm Road,
Ilford, Essex
IG2 7LE**

Thursday 13th 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.

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Service Provider	Newbury Group Practice Newbury Park Health Centre 40 Perrymans Farm Road, Ilford, IG2 7LE
Contact Details	Practice Manager - Karen Wilson
Date/time of visit	Thursday 13th July 2017
Type of visit	Announced visit
Authorised representatives undertaking the visits	Chandra Patel Suhasini Winter
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 Newbury Group Practice for their contribution to the Enter & View programme.

Disclaimer

Please note that this report related to findings observed during our visit made on Thursday 13th 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 background cannot be changed.
- There are no images that need to be explained.
- The website has 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 health centre is clear and easy to read. The sign is bold and easy to see from a distance.
- Accessible parking is available.
- There is level entrance to the surgery meaning that a ramp/lift is not necessary.

Observations made inside the premises:

- There are no trip hazards/sharp edges in the pathway.
- The representatives observed staff members interacting with patients in a positive way and they kept good eye contact.
- The fire exits were clear and easy to see from the waiting area. The fire exit sign had both pictures and words.
- There were several noticeboards in the surgery. Some of the noticeboards were more cluttered than others.
- On one of the noticeboards, the posters were spaced out clearly making it easier to see all the information. The other noticeboards were cluttered with a lot of information.
- The complaints procedure was on the noticeboard. It was available in a regular font size and there was no mention about its availability in other formats such as large print. There was another poster with information about the NHS complaints advocacy service. This was available in a slightly larger font on A3 paper.
- An Accessible Information Standard poster was available on the noticeboard. This information was printed on an orange piece of paper. This may not be visible to some people with a visual impairment.
- Another poster printed on white paper asked patients about their communication difficulties and asked them to inform staff if they required any support.
- There was no hearing loop sign in the reception area.

Provider Response:

We do have signage for the hearing loop they are stuck to the windows of the middle reception. Patients are made aware of the hearing loop as there are signs as mentioned above.

- The surgery has an electronic screen to inform patients of their appointment. It is written in a red font on black background. This may be hard to read for someone who is colour blind/has a visual impairment.
- The screen displays the patient's name and the room that they need to go to for their appointment.

Speaking to the practice manager

- The practice manager said that patients are asked about their communication needs when they first register at the surgery. This information is available on the registration form.
- The patient's communication needs are recorded on the computer system. The surgery uses the EMIS⁴ patient database system. Alerts on the clinical system pop up in the middle of the screen alerting both reception and clinician's to a patient's access support needs.
- If there is a next of kin/carer with communication needs, this will be recorded on the system.
- There is a fixed hearing loop in reception and consulting rooms. The hearing loop was checked on 5th October and it was working adequately.
- Staff members have been provided with training on how to use the hearing loop.
- The practice manager said that patients are made aware that there is a hearing loop but did not specify how.
- Staff members have been provided with e-learning training on how to support patients with communication needs.
- They have received deaf awareness training, communication training and easy read training. Training takes place on an on-going basis.
- The manager said that patients are provided with information in accessible formats. Someone with a learning disability will be provided with easy read information if needed whilst someone with a visual impairment is provided with large print information.
- The practice is able to access BSL interpreters and Signalong support for Deaf patients.
- The manager was unable to provide the representative with the name of the organisation that they may use to access the interpreter. She said that they have not needed to use it.

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

Provider Response:

I was asked who our interpreting service was and told the lady it was "Big Word" but that we had not had to use the BSL interpreter for a while as the last lady that used this service has now moved to another practice.

- There is no communications handbook⁵.

Speaking to other staff (receptionists)

Representatives spoke to two members of staff during the visit.

- Both staff members were aware of the Accessible Information Standard.
- Both staff members confirmed that they were provided with online training on how to support people with communication impairments.
- Staff said that they do not feel that they would benefit from AIS training.
- When asked about how they would identify the needs of a patient, staff members said that it would be flagged up on the system.
- If a patient with a hearing impairment is waiting for their appointment, staff would approach the individual to let them know when it is their turn.
- There is a fixed hearing loop in the surgery.
- When asked about how to provide information for someone with a hearing impairment, staff members said that they would write information down or book an interpreter if necessary.
- In the case of an emergency, staff will support the Deaf person out of the building and take the person to the assembly point.
- There has been a fire drill and no issues were highlighted.
- Staff said that people with communication impairments are encouraged to communicate using E-mail if necessary.
- Patients with autism are given a separate area to sit and they are seen as soon as possible.

⁵ Example of a standard hospital communication book can be found at: <http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

Speaking to patients

Representatives spoke to four patients during the visit.

- One of the patients we spoke to said that he could not remember if he was asked about his communication needs when he registered, as this was a long time ago.
- Two patients said that they were not asked of their communication needs when they registered at the surgery.
- One of the four patients we spoke to told us he has a visual impairment. He said that the reception staff and doctors are able to help him effectively according to his communication needs.

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.
 - Access website information via screen reader and translation software (such as Browesaloud®⁶) especially for people with visual impairments (Healthwatch Redbridge acknowledges there is an option for external screen readers to be used on the website).

Provider Response:

We are in consultation with our website provider at present regarding the suggestions made.

2. A Communications handbook⁷ with basic images of common BSL and Makaton symbols should be available in the reception thus enabling staff to communicate more effectively with patients who have communication impairments.

Provider Response:

We are looking into obtaining a "communications handbook (however we are a little stuck on how to obtain one that is relative to healthcare, if you have any information regarding this it would be welcomed).

Healthwatch Redbridge Response:

We would be happy to provide you with this information.

⁶ <https://www.texthelp.com/en-gb/products/browsealoud/>

⁷ Example of a standard hospital communication book can be found at: <http://www.uhs.nhs.uk/Media/SUHTInternet/PatientsAndVisitors/Learningdisabilities/Thehospitalcommunicationbook-part1.pdf>

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

Provider Response:

The complaints procedure is available in large font however until now we have not advertised this.

4. The Accessible Information Standard poster would be presented on a white piece of paper. If possible, this information should be available on an A3 poster.

Provider Response:

We have changed the Accessible information standard poster to white.

5. A sign should be available in reception so that patients are aware there is a hearing loop.

Provider Response:

Hearing loop as above (photo attached)

Service Provider Responses

We would like to thank Newbury Park Group Practice for the responses made and Healthwatch Redbridge has incorporated them within this report where appropriate.

Distribution

- Newbury Park Group Practice
- 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?	Yes	No
	Comments	
Can you change the colour of the background?	Yes	No
	Comments	
Does the website have a "sitemap" button?	Yes	No
	Comments	
Are there keyboard shortcuts? / Can you navigate the website without a mouse?	Yes	No
	Comments	
Does the website have audio content?	Yes	No
	Comments	
Is the website content written in "plain English"?	Yes	No
	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	Comments:	
There is accessible & sufficient parking available close to the entrance - drop off point directly outside the entrance	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>	Comments:	
Fire alarms have a light as well as sound	Comments:	
Fire exits clearly signed in various formats. Words Pictures	Comments:	
Within the premises: Are there trip hazards/sharp edges/furniture in pathway (both permanent & temporary)	Comments:	

Signs in various formats including pictures (e.g. on toilet doors - are they clear/contrasting/pictures)	Yes Comments:	No
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
Complaint/compliments procedure information is available in alternative formats - for patients & relatives - is it on the noticeboard	Yes Comments:	No
Are the noticeboards cluttered, and are the notices easily legible	Yes Comments:	No
Is there a hearing loop sign?	Yes Comments:	No
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?	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"> Fixed/Portable/Both 	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
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"> 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	
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

<p style="text-align: center;"><u>Questions for STAFF in GP Surgery</u></p> <p>Name of Surgery: _____</p> <p>Name of Authorised Representatives: _____</p> <p>Dates: _____</p>		Yes	No
		Comments	Comments
1. Are you aware of the Accessible Information Standard (AIS)?		Yes	No
2. Have you been provided with training on how to support patients with:		Yes	No
<p>NOTE FOR REPS: If they answer yes, please ask what type of training it was and tick the appropriate box</p> <ul style="list-style-type: none"> Visual impairments: blind & partially sighted <ul style="list-style-type: none"> On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> Hearing impairments: profoundly deaf & hard of hearing <ul style="list-style-type: none"> On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/> Learning Disabilities <ul style="list-style-type: none"> On-line <input type="checkbox"/> 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? ie had hearing impairments, visual impairments or learning disability?		Comments	Comments
5. How would a patient with a hearing impairment know that they had been called for their appointment?		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Comments
Please ask staff member to describe this			
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 	Yes	No
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? <p>If yes, what are they?</p> <p>NOTE FOR REPS: If the member of staff is struggling to give some examples you can prompt them.</p> <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?	<ul style="list-style-type: none"> Flashing red light 	Comments	Comments
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
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? 	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Comments</td> <td>Comments</td> </tr> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Comments</td> <td>Comments</td> </tr> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Comments</td> <td>Comments</td> </tr> </table>	Yes	No	Comments	Comments	Yes	No	Comments	Comments	Yes	No	Comments	Comments
Yes	No												
Comments	Comments												
Yes	No												
Comments	Comments												
Yes	No												
Comments	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>	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Comments - Please state</td> <td></td> </tr> </table>	Yes	No	Comments - Please state									
Yes	No												
Comments - Please state													
4. Are staff aware of your communication needs?	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain									
Yes	No												
Please explain													
5. Do you feel that reception staff are able to help you effectively according to your communication needs?	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain									
Yes	No												
Please explain													

5a. Do you feel that the doctors are able to help you effectively according to your communication needs?	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	No				
Please explain					
5b. Do you feel that the nurses are able to help you effectively according to your communication needs?	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	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	<table border="1"> <tr> <td>Yes</td> <td>No</td> </tr> <tr> <td>Please explain</td> <td></td> </tr> </table>	Yes	No	Please explain	
Yes	No				
Please explain					
9. Is there anything else you would like to talk to us about?	_____				

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