



**Enter & View
Report**



**The Broadway Surgery
3 Broadway Gardens,
Monkham's Avenue,
Woodford Green,
IG8 0HF**

Wednesday 30th August 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	The Broadway Surgery 3 Broadway Gardens, Monkham's Avenue, Woodford Green, IG8 0HF
Contact Details	Practice Manager – Margaret Scott
Date/time of visit	Wednesday 30th August 2017, 10:00am – 11:30am
Type of visit	Announced visit
Authorised representatives undertaking the visits	Mike New Neil Adie Naina Thaker (staff support)
Contact details	Healthwatch Redbridge 1st Floor, 103 Cranbrook Road, Ilford, Essex IG1 4PU 0203 874 4120

Acknowledgements

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

Disclaimer

Please note that this report related to findings observed during our visit made on Wednesday 30th August 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 not possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- The image has a text description explaining what it is about.
- The website does not have a "sitemap" button.
- It is not 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 building is clear but there is only one sign and there are two entrances to the building. This means that a patient coming from the car park may not be able to see the sign.
- At present there is no marked accessible bay in the car park. Signage in the car park reads “staff parking only” however when the representatives asked the manager, she said that a disabled bay will be marked out soon. There is a single yellow line in front of the surgery so patients can be dropped off there.
- Both entrances have a ramp. One of the entrances has automatic sliding doors. There is an assistance bell but the representative with a visual impairment did not see it as it blended into the rest of the woodwork. There are no handrails on either ramp.

Observations made inside the premises:

- No sharp edges or trip hazards were noted however the corridor where the consulting rooms are was a bit dark and dimly lit according to the representative with a visual impairment.
- There was a glass screen separating the receptionist and the patients. The glass screen can create a glare making lip reading more difficult for Deaf patients.
- The representatives observed that staff were very good at supporting patients. The surgery was busy with patients requiring different services and the staff dealt with their needs adequately.
- On the toilet door, there was no picture but just words. The word was written on a gold background and the door was light brown. The representative with a visual impairment said that it was difficult to read this due to the lack of contrast.
- The noticeboards were cluttered making it hard for any information to stand out.
- The complaint/compliments procedure was available on the noticeboard. It was difficult to identify the procedure because there was a lot of information on the board. There was no mention of its availability in other formats.
- There is no poster informing patients about the Accessible Information Standard.

- There was no hearing loop sign in the surgery. The manager said that this is because the portable hearing loop was taken for servicing prior to the CQC visit. The hearing loop is due to be returned back on Friday.
- The surgery has an electronic screen which is written in a red font on black background to inform patients when it is their turn.
- The manager showed the representatives the red flashing fire alarm light. This was placed near the nurse consulting room door, which is round the corner from where patients sit. In the case of a fire, a Deaf person may not be able to see this from where they are sitting.
- The fire exits were clearly signed in words and pictures. However, a sign which reads 'Fire Action' was covered with a domestic waste sign.

Speaking to the practice manager

- The practice manager said that patients are asked about their communication needs when they first register at the surgery. Representatives were shown the registration form and there was a question asking patients about their communication needs.
- When the patient presents at reception, the receptionist will discuss further to address the amount of support that the patient requires. A different code is used for the type of impairment and this is noted on the patient's plan.
- With regards to finding out about existing patient's communication needs, if a patient has an impairment later in life, the doctor includes this information in the patient's notes and then this is included in the patient's plan.
- Patient's communication needs are recorded on the computer database called system One.
- When a patient presents at reception, the information is flagged up to inform staff about the patient's communication needs.
- The doctor/ nurse is informed of the patient's communication need when the patients name is entered into the database. The information is flagged up.
- The surgery has a portable hearing loop. It is usually placed in the reception area then taken into the consultation room when required.
- All staff members have been trained on how to use the hearing loop.

- Patients are usually informed of the hearing loop by the sign in reception however this has been temporarily removed because the hearing loop is not currently available.
- Staff have not been provided training on Deaf awareness, communication training and easy read training.
- The surgery is able to provide information in different formats such as large print for patients. The practice manager said that she is not sure about providing information in an easy read format but is happy to look into it.
- There is a text phone system to send text messages to patients with hearing impairments and they can reply to the messages as well.
- With regards to the format that information is provided for people with additional communication needs, staff would book a BSL interpreter for someone with a hearing impairment. For people with visual impairment, staff would read the information out for them.
- Double appointments are available for patients with learning disabilities, hearing impairments and visual impairments.
- If the next of kin/ carer has any communication needs, this will be recorded on the patient's plan and notes.
- The surgery is able to access BSL interpreters.
- The practice manager said that Redbridge CCG have a contract through London Borough of Redbridge and they are able to book an interpreter with 24hrs notice.
- There is no communications book.

Speaking to staff

Representatives spoke to two members of staff during the visit.

- Staff members were aware of the Accessible Information Standard.
- The receptionist said that the surgery has two blind patients who always come with someone.
- One staff member said that she has not been provided with training to support patients with visual impairment, hearing impairment and learning disabilities.
- The other staff member said that she has been provided with training on how to support patients with communication impairments.
- One staff member said that she would benefit from AIS training.

- Patient's communication needs are identified on the computer system. This information is put on the database when the patient first registers with the surgery.
- Patients are called using the electronic screen but in the case of a Deaf patient, reception staff will look out for the patient. One staff member said that patients with an impairment will be asked to sit at the right hand side of the waiting room so that the receptionist can see the patient when the doctor calls them in.
- There is a portable hearing loop but it has not been used in a long time.
- Staff said that they are aware of the different ways of communicating with people with communication impairments. For people with hearing impairments, they would use leaflets and check google. Information will be provided in large print for someone with a visual impairment.
- In the case of an emergency, the fire marshal will help everyone out of the building.
- One staff member said she was not sure if there had been a fire drill whilst the other staff member said that there had been a recent fire drill and no problems were identified.

Speaking to patients

Representatives spoke to four patients during the visit.

- Two patients said that they were not asked about their communication needs whilst two patients said that they could not remember if they were asked.
- One of the patients said that he registered recently but was not asked.
- None of the patients had any communication needs so they were unable to provide any more information.

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.
 - Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.
 - Access website information via screen readers and translation software (such as Browesaloud®⁴) especially for people with visual impairments.
2. A Communications Handbook⁵ 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 roll on 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. The complaints/compliments procedure should be available in a variety of formats for patients.
7. Information should on the noticeboards should be spaces out adequately so that patients can read the information.
8. 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.

⁴ <https://www.texthelp.com/en-gb/products/browsealoud/>

⁵ Example of a standard hospital communication book can be found at:

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

9. The surgery should consider 'highlighting the edge of the ramp to ensure that people with visual impairments are able to see it.
10. The surgery should consider putting a sign on the second entrance.
11. The sign 'Fire Action' should be clear and visible to patients.
12. The surgery should consider putting a sign next to the assistance bell so that every patient can see it.
13. The lighting in the corridor should be brighter so that patients can see clearly.

Service Provider Responses

1. Our car park is for staff only, we are in process of having works carried out and when white lining installed (due 04/11/2017) it will be for one disabled space be that patient or staff member - however entrance cannot change if patient they must access disabled entrance which is DDA complaint. Handrail has been ordered 18 week wait time due for delivery 01/12/2017.
2. During our works process we have increased the lighting within the corridor entrance to our GP rooms. Our noticeboards are regularly maintained and approved by our PPG group. Our glass screen is for the protection of our staff whom we do have a duty of care too, however as you have noted all our staff are extremely good at assisting any patient with needs. I am still awaiting the poster from your service so we may advertise.
3. Our hearing loop sign is back on front desk, also on our new notice board at new entrance for all to note. We have accessed large format and reception are able to provide if needed for anyone. AIS training was provided at our recent practice meeting.
4. We have passed on the recommendations to our website company to update.
5. We are working on the handbook for staff.
6. Our new handrail will be highlighted hence why the waiting time for delivery is so long due to custom made.

Margaret Scott,
Practice Manager

Distribution

- The Broadway 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?	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	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	

	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 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	

	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
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	
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 Comments	No 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: <i>If they answer yes, please ask what type of training it was and tick the appropriate box</i>		
• Visual impairments: blind & partially sighted	Yes Comments	No Comments
On-line <input type="checkbox"/>		
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Hearing impairments: profoundly deaf & hard of hearing	Yes Comments	No Comments
On-line <input type="checkbox"/>		
Face to face <input type="checkbox"/>		
Both <input type="checkbox"/>		
• Learning Disabilities	Yes Comments	No Comments
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 Comments	No Comments
4. How would a patient that has a specific need be identified? <i>i.e.</i> had hearing impairments, visual impairments or learning disability?	<input type="checkbox"/>	
• 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? <i>Please ask staff member to describe this</i>	Comments	Comments

	Yes Comments	No Comments
6. Is there a hearing loop in the surgery, if there is what type of loop is it? • Fixed/Portable/Both	Yes Comments	No Comments
7. Are you aware of the ways that information should be provided for people with: • hearing impairments • visual impairments • learning disability? If yes, what are they? NOTE FOR REPS: <i>If the member of staff is struggling to give some examples you can prompt them.</i>	Yes Comments	No Comments
• Hearing impairments - British sign language, subtitles on TV • Visual impairments - Large print or audio • Learning disabilities - Easy Read	Yes Comments	No Comments
8. Do you have a communications book? NOTE FOR REPS: <i>If they have one, please ask to see it and comment on what you have seen</i>	Yes Comments	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? • Flashing red light	Yes Comments	No 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 Comments	No 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	No Comments
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 - Please state
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

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

0203 874 4124

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