



**Enter & View  
Report**

**The Elmhurst Practice  
The Health Centre,  
114 High Road,  
South Woodford, Essex  
E18 2QS**

**Friday 8<sup>th</sup> 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.

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

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<b>Service Provider</b>	<b>The Elmhurst Practice The Health Centre, 114 High Road, South Woodford, Essex E18 2QS</b>
<b>Contact Details</b>	<b>Practice Manager – Lorraine Chapman</b>
<b>Date/time of visit</b>	<b>Friday 8th September 2017, 2:00pm- 3:30pm</b>
<b>Type of visit</b>	<b>Announced visit</b>
<b>Authorised representatives undertaking the visits</b>	<b>Bushra Tahir Miranda Peers</b>
<b>Contact details</b>	<b>Healthwatch Redbridge 1<sup>st</sup> Floor, 103 Cranbrook Road Ilford, Essex IG1 4PU  020 3874 4120</b>

## Acknowledgements

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

## Disclaimer

Please note that this report related to findings observed during our visit made on Friday 8<sup>th</sup> 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 programme<sup>1</sup> is to carry out Enter & View visits. Enter & View visits are conducted by a small team of trained volunteers, who are prepared as 'Authorised Representatives' to conduct visits to health and social care premises.

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

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

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

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

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

## Introduction

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

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

## Accessible Information Standard

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

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

## Purpose of the visit

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

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

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

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

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

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

### **Strategic Drivers:**

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

## **Methodology**

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

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

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

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

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

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

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

## Reviewing website accessibility

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

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

## Results of website review

- It is not possible to change the size of the text on the website.
- The colour of the background cannot be changed.
- Images on the website have text descriptions explaining what the image 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 premises is clear and unobstructed. There are two GP surgeries in one building and it is easy to identify the area for each surgery.
- One accessible parking space is available.
- Level entrance to the surgery so a ramp is not required.

### Observations made inside the premises:

- No trip hazards were identified. There is a lot of space to move around with nothing blocking pathways.
- There is a glass screen in reception but there is an open window in the middle for patients to speak to the receptionist.
- The receptionist sits facing patients.
- Notices are legible and the noticeboards are not cluttered. The notices are adequately spaced out.
- There is a notice about making a complaint on the noticeboard but this is not the actual procedure. A representative asked the receptionist for a copy. She was given a copy and the receptionist said this was large print but it was a regular font size.
- A representative was shown a folder with large print registration forms and easy read patient leaflets. There was also a printed document from the database about the Accessible Information Standard.
- Signs in the surgery are available in various formats. There are clear signs to the consulting rooms. The toilet signs have words and pictures.
- A hearing loop sign is available at the reception desk.
- Two screens are available in the reception area. One screen has black background with red font while the other screen has blue background with white font. This shows the patients name and room number. Audio information is also provided.
- A poster informing patients about the Accessible Information Standard is available at the reception desk and on the noticeboard.
- The fire alarm does not have a flashing light as well as sound.
- The fire exits are clearly signed in pictures and words.



## Speaking to staff

The practice manager was unavailable during the visit. A representative spoke to two staff members during the visit.

- Both staff members were aware of the Accessible Information Standard.
- Both staff members said that they have been provided with training on how to support patients with visual impairment, hearing impairment and learning disabilities.
- One staff member said that she would benefit from AIS training.
- If a patient has an additional communication need then this is identified on the computer system.
- This information would be flagged up on the computer system.
- When asked about how a patient with a hearing impairment would know if they are being called for their appointment, both staff members said that the doctor would come and inform the patient about their appointment.
- A portable hearing loop system is available. A representative checked the hearing loop on 22<sup>nd</sup> September and it was working.
- In terms of providing information for people with a hearing impairment, both staff members said that the hearing loop is available and they can book a BSL interpreter.
- Large print information is available on request for someone with a visual impairment.
- For someone with a learning disability, staff will provide information in plain text and support them.
- One staff member said that there is a communications book<sup>4</sup> whilst the other staff member said that she is not aware of a communications book.
- In the case of an emergency, staff will help patients to evacuate the building.
- There has been a fire drill and no problems have been highlighted.

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<sup>4</sup> 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 only one patient during the visit.

- The patient did not remember if he was asked about his communication needs.
- He has a hearing impairment but staff members are unaware of his communication needs.
- He said that the receptionist, doctors and nurses are able to help him adequately. There has never been a time when his communication needs have not been met.

## 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.
  - Use the sitemap button, as this will make it easier for people with communication impairments to find information on the website.
  - Access website information via screen readers and translation software (such as Browesaloud®<sup>5</sup>) especially for people with visual impairments.

### Provider Response:

On our website there is an option on the home page under “Further Information” for “Accessible Information Standards”. Within this option there is a link To “My Web My Way” which gives step by step guidance on how to change the users Browser for the above. I have however contacted our website provider to see if all the recommendations suggested for the website can be made available direct when patients access the website.

2. If there is a communications book, all staff members should be informed about it so that they are able to use it when necessary.

### Provider Response:

I think there was a misunderstanding with regards to the communication book as this is something we are looking at but do not have in place yet.

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

3. The surgery should consider changing the fire alarms so that there is a flashing red light as well when the alarm sounds. This will allow Deaf people to know when the fire alarm goes off.

**Provider Response:**

We are unable to change the fire alarm as we are in an NHS Property Service building. However I will show them the report to see if the change can be made.

4. The surgery should have the full complaints/compliments procedure displayed on the noticeboard and this should be available in a variety of formats such as large print for patients.

**Provider Response:**

We are currently producing posters in a variety of formats i.e. large print and yellow background paper for visual impaired.

## Service Provider Responses

We would like to thank The Elmhurst Practice for the responses made and Healthwatch Redbridge has incorporated them within this report.

### Distribution

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

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

## Appendix 3 - Questions for lead staff

### Questions for MANAGER/PERSON IN CHARGE at

#### GP Surgery

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

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

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

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

#### Information for Manager when leaving

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

## Appendix 4 - Questions for other staff

### Questions for STAFF in GP Surgery

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

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

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

	Yes	No
1. Are you aware of the Accessible Information Standard (AIS)?	Comments	
2. Have you been provided with training on how to support patients with:		
NOTE FOR REPS: If they answer yes, please ask what type of training it was and tick the appropriate box		
<ul style="list-style-type: none"> <li>Visual impairments: blind &amp; partially sighted</li> </ul> On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	No
<ul style="list-style-type: none"> <li>Hearing impairments: profoundly deaf &amp; hard of hearing</li> </ul> On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	No
<ul style="list-style-type: none"> <li>Learning Disabilities</li> </ul> On-line <input type="checkbox"/> Face to face <input type="checkbox"/> Both <input type="checkbox"/>	Yes Comments	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? <input type="checkbox"/> has hearing impairments, visual impairments or learning disability? <ul style="list-style-type: none"> <li>Would it be flagged up on the computer system</li> <li>Electronic system</li> <li>A card provided by surgery they show to staff on arrival</li> </ul>	Comments Comments <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
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	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"> <li>Fixed/Portable/Both</li> </ul>	Yes Comments	No Comments
7. Are you aware of the ways that information should be provided for people with: <ul style="list-style-type: none"> <li>hearing impairments</li> <li>visual impairments</li> <li>learning disability?</li> </ul> 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"> <li>Hearing impairments - British sign language, subtitles on TV</li> <li>Visual impairments - Large print or audio</li> <li>Learning disabilities - Easy Read</li> </ul>	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	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"> <li>Flashing red light</li> </ul>	Comments	
10. In the event of a fire, what is the procedure for evacuating those who are Deaf or Blind?	Comments	
11. Has there been a fire drill and if yes, did it flag up any problems?	Yes Comments	No Comments
12. Is there anything you would like to share with Healthwatch Redbridge?	Comments	



## Appendix 5 - Questions for Patients

### Questions for PATIENTS at GP Surgery

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

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

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

## **Healthwatch Redbridge**

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