

# Mathukia's Surgery

Practice Manager: Sharon Moorton

Authorised representatives: Sarah Oyebanjo (staff member) & Isabel Harvey

Date of visit: 30 July 2018

Recommendations made in original report	Provider Response	Comments from Review
<p>1. To make the website more accessible, patients should be able to:</p> <ul style="list-style-type: none"><li>○ Change the size of the text; some people with a visual impairment need information in a large font size.</li><li>○ Change the colour of the background; some people cannot read text if there is insufficient contrast between text and background.</li><li>○ Navigate the whole website without a mouse; some people who are blind/partially sighted with mobility impairments rely on the keyboard.</li><li>○ Use the sitemap button, as this will make it easier for</li></ul>	<p>The Mathukia website is in the process of being redesigned and we will be taking your comments on board.</p>	<p>The practice manager said that no changes have been made to the website. The practice is currently considering changing providers. If/ when this happens, changes will made to the website.</p>

<p>people with communication impairments to find information on the website.</p> <ul style="list-style-type: none"> <li>○ Access website information via screen readers and translation software (such as Browesaloud) especially for people with visual impairments.</li> </ul>		
<p>2. 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.</p>	<p>No response</p>	<p>The flashing red light has not been installed yet. This is due to take place when the builders complete other refurbishment work.</p>
<p>3. The complaints/compliments procedure should be available in a variety of formats such as audio. Also, patients should be allowed to make a complaint in alternative ways such as over the phone because some patients may not be able to write.</p>	<p>No response</p>	<p>There is no statement informing patients that they can receive the complaints procedure in other formats. The practice manager said that she is willing to include this on the current form.</p>
<p>4. The surgery should get a hearing loop system and provide training for staff members on how to use the hearing loop.</p>	<p>No response</p>	<p>The practice has not yet purchased the hearing loop. This is due to take place in the next few months.</p>

<p>5. It would be useful for TV screen to call out patient's name so that they know when it is their turn.</p>	<p>The TV Screen in the Practice (Jayex Board) displays the patients name and also calls them. I am unsure why this was not working when your team was at the Practice.</p>	<p>Representatives observed the TV screen calling out the patient's name.</p>
<p>6. It would be useful to have a yellow &amp; black tape around the temporary ramp in the hall way to make it stand out more for someone who is partially sighted.</p>	<p>The Practice is looking at alternative to the temporary ramp in the hallway.</p>	<p>The temporary ramp now has a yellow &amp; black tape around the edges.</p>