



Calderdale
GP Quality
Checking



Date of visit: 10th May 2017

Check done by: Janet Hannan and Marion Belshaw @ **WOODSIDE SURGERY, BOOHTOWN**

QUESTION	WHAT DID WE OBSERVE (SEE)	Initials of checker
Was there plenty of parking? Was there disabled parking allowing easy access to the surgery?	The surgery provides excellent parking facilities, with plenty of disabled parking spaces near to the entrance of the building.	JH/MB
Is the entrance to the surgery easy to get into? Is it easy for someone with a wheelchair?	The entrance door to the surgery is fully automatic (this is done using sensors), as is the second door leading to the waiting area. There would be no access problems for someone using a wheelchair.	JH/MB
What were your first impressions when you went into the surgery?	The surgery is very bright, with lots of natural light. The surgery shares the waiting area with Boothtown Surgery but each practice is clearly signed.	JH/MB

<p>Was the reception desk accessible?</p> <p>Was the reception desk accessible for someone in a wheelchair?</p>	<p>The reception desk was quite high but there was a dropped down space.</p> <p>At the time of our visit there was a screen and a notice on the lower section of the desk which would not allow face-to-face contact for someone visiting the practice in a wheelchair. This will be highlighted in the recommendations.</p> <p><i>Response from surgery:</i></p> <p>Unfortunately this is because we have the signing in screen which cannot be moved, I spoke with our reception team who told me that we have one patient who uses a wheelchair and in the main they go to the other side of reception to assist wherever necessary.</p>	<p>JH/MB</p>
<p>Were the reception staff friendly?</p>	<p>Yes, friendly and helpful.</p>	<p>JH/MB</p>
<p>Were the chairs set out ok?</p> <p>Was the floor clear of obstructions?</p>	<p>At the time of our visit there were plenty of seats. The seats were well spaced out and well maintained. There was plenty of space for wheelchair access in the waiting area.</p> <p>The floor was completely clear from any clutter and obstructions</p>	<p>JH/MB</p>
<p>Does the surgery have a member of staff trained to support people with a learning disability?</p>	<p>ALL staff receive regular on-line training and attend monthly training days at the surgery.</p> <p>A member of staff is available at all times to support a patient if needed.</p> <p>The staff can offer support to sign the person in, provide information they can understand and anything further that they may require to make the visit as easy as possible.</p>	<p>JH/MB</p>

<p>How does this person support people with a learning disability?</p>	<p>ALL GP's at Woodside Surgery personally go into the waiting area and meet the patient, taking them to the room for their appointment.</p> <p>A learning disability nurse attends the Patient Reference Group.</p>	
<p>Does the surgery waiting area have information in easy-read?</p>	<p>At the time of our visit there was no information in the waiting area in an easy-read format. Any information the patient may need in easy-read can be requested.</p>	<p>JH/MB</p>
<p>Do doctors provide information to patients in easy-read at appointments?</p>	<p>All information needed can be provided in an easy-read format, or any other format, as set out in the Accessible Information Standard.</p>	<p>JH/MB</p>
<p>Do GP's offer annual health checks?</p>	<p>There are 59 patients registered with a learning disability at Woodside Surgery.</p> <p>ALL patients are informed they are due an Annual Health Check. 19 patients attended their Annual Health Checks last year. Patients will be contacted 3 times to inform them their checks are due. This will be done using various methods i.e. letter, phone call, e-mail. It is then the patient's responsibility to contact the surgery to arrange an appointment.</p> <p>Depending on the patient, Annual Health Checks take between 15-45 minutes.</p>	<p>JH/MB</p>
<p>Can people with a learning disability book a double appointment?</p>	<p>Yes. If the patient feels they need a longer appointment this can be arranged, the patient must request this when they are booking their appointment. If the patient does not book this themselves then the doctor may allow for more time if they feel it will be necessary, they are aware of their own patients' needs.</p>	<p>JH/MB</p>

	<p>If the patient is registered as having a learning disability then the practice system will alert staff of this when inputting information.</p>	
<p>Case study of how the practice has supported a patient with a learning disability, or their carer.</p>	<p>The surgery have supported a male patient with a learning disability when he was being taken advantage of due to his vulnerability.</p> <p>The patient had been tricked into signing up for a mobile phone contract. This escalated into financial difficulties and bank charges. The man finally confided in his support staff who then contacted the surgery, this was due to the man's health as a result of stress and anxiety.</p> <p>The surgery were active in resolving this for their patient. The mobile phone contract was withdrawn and compensation was paid out.</p>	<p>JH/MB</p>
<p>Feedback</p>	<p>A questionnaire was left in the waiting area of the surgery for patients with a learning disability to complete.</p> <p>One questionnaire was returned. This was very positive about how they are given information in a way they can understand and that the doctor spends time explaining things. However this patient was critical of the waiting times at appointments and also that the patient does not get to see his GP most of the time, seeing a nurse practitioner instead.</p> <p><i>Response from surgery:</i></p> <p>We are glad that this patient feels that they are given any information in a way they can understand and that our clinicians spend the time to explain everything. We are a practice who has both GPs and Nurse Practitioners who can both deal with patients to a similar level, however if a patient</p>	<p>JH/MB</p>

	<p>requests to see a certain member of the clinical staff they are booked in with them if they are available. Each individual patient is given a 15minute appointment which is longer than most GP Surgeries however sometimes patients require a longer consultation time which can run into another patients appointment time however that patient will still get the allocated 15minutes and longer if required.</p>	
<p>Any other comments</p>	<p>On the day of our visit we were made to feel very welcome and nothing was too much trouble.</p> <p>The practice is keen to ensure that people with a learning disability at their practice receive the best possible experience whilst visiting the surgery.</p> <p>Lead the Way will work with the surgery, and other key professionals, to think of ways we can improve the number of patients attending for their Annual Health Check.</p> <p>Lead the Way recommend that all appointment correspondence is done in easy-read and using pictures.</p> <p>Links for your information:</p> <p>https://www.england.nhs.uk/ourwork/accessibleinfo/</p> <p>https://www.mencap.org.uk/sites/default/files/2016-06/Annual_health_checks_Easy_Read.pdf</p> <p>http://easyhealth.org.uk</p>	<p>JH/MB</p>