



Calderdale
GP Quality
Checking



Date of visit: 31st January 2018

Check done by: Sarah Mitchell, Michael Mitchell and Janet Hannan

Surgery name: Boulevard Surgery

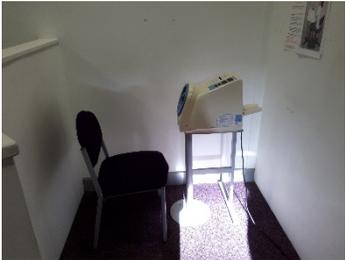
QUESTION	WHAT DID WE OBSERVE (SEE)	Initials of checker
<p>Was there plenty of parking? Was there disabled parking allowing easy access to the surgery?</p>	<p>Boulevard has a large car park, with disabled parking bays at the entrance to the surgery.</p> 	<p>SM MM JH</p>
<p>Is the entrance to the surgery easy to get into? Is it easy for someone with a wheelchair?</p>	<p>There are two sets of fully automatic doors that allow very easy access to the surgery. There would be no problems accessing the building.</p> <p>Inside the first set of doors there is a large pharmacy area which too is fully accessible with plenty of empty space to enable people in wheelchairs, and patients with prams, to get around easily.</p>	

What were your first impressions when you went into the surgery?

We were very impressed by the surgery waiting area. It is well furnished and decorated with high ceilings allowing in lots of natural light.

There were disabled toilets in the waiting area along with a small area for children to play.

There was also a blood pressure machine available for patients to use.



Was it bright and friendly?

The first impression of the surgery is that it is warm and welcoming.

There was an electronic signing in system placed near the entrance. This was fully accessible.



Was the reception desk accessible?

Yes.

Was the reception desk accessible for someone in a wheelchair?

The surgery has a wide reception desk with a large drop-down section to allow easy access for patients in a wheelchair.



Were the reception staff friendly?

Yes the receptionist was friendly and helpful.

<p>Were the chairs set out ok?</p> <p>Was the floor clear of obstructions?</p>	<p>We feel that the surgery is set out very well with lots of open spaces enabling people with prams, or wheelchair users, the freedom to move about the surgery waiting area.</p> <p>There were no obstructions or cluttered areas at the time of our visit. The whole building was very clean and tidy.</p>	
<p>Does the surgery have a member of staff trained to support people with a learning disability?</p> <p>How does this person support people with a learning disability? i.e. take them through to the GP room, make sure they have information they understand, be able to offer assistance booking into the appointment etc.</p>	<p>There is not a specifically trained member of staff at the surgery, all staff are given full training when they start working at the surgery. So, someone is available at all times during surgery opening hours to offer support if needed.</p> <p>A chaperone is also available for any patients who may need someone to go into an appointment with them.</p> <p>Doctors at the surgery are aware of their patient's needs. If they know it will be difficult for a patient to read their name in the surgery when it is time for their appointment, then they will ask the surgery reception staff to bring the person through.</p> <p>The surgery is on two floors and there is a lift available for patients to use.</p> <p>The surgery computer system will flag up any needs patients may have (in line with The Accessible Standard).</p> <p>Surgery staff will be able to support all their patients to make accessing the service the best it can be. This includes language barriers too.</p>	

<p>Does the surgery waiting area have information in easy-read?</p>	<p>There was lots of information on display in the surgery waiting area but not in easy read.</p>		
<p>Do doctors provide information to patients in easy-read at appointments?</p> <p>Does the GP make sure the patient has fully understood everything they have been told?</p>	<p>The doctor can provide easy-read information at your appointment.</p> <p>The feedback questionnaires, which were completed by patients with a learning disability, confirmed that GPs do make sure that patients fully understand what they have been told at their appointment.</p>		
<p>Do GP's offer annual health checks?</p>	<p>There are 50 patients registered at the surgery with a learning disability. Last year all patients attended their Annual Health Checks. Patients are sent their appointment details by letter; a follow up call will be made if they do not hear from the patient.</p> <p>At the Annual Health Check the patients will be seen by both the GP and a Health Care Assistant. The appointment lasts approximately 45 minutes</p>		
<p>Does a patient with a learning disability sit on the Patient Forum?</p>	<p>No.</p> <p>The surgery have found it difficult to encourage any of their patients to be involved in the patient forum.</p>		

<p>Do GP's offer screening? How are people told about this?</p>	<p>Patients are given a full health check when they register with the surgery.</p> <p>Smear tests are carried out with as much support for the patient as possible. Where ever possible the surgery will match a female patient with a female GP. Patients are reminded when their screening is due and this is followed up if the appointment is not taken.</p>	
<p>Can people with a learning disability book a double appointment? Is this offered when the person rings to make the appointment?</p>	<p>Yes. Any patients who feel they may need longer time at their appointment can ask for a double appointment.</p> <p>The patient will need to tell the receptionist that they would like to book a double appointment. GP's will allocate a patient more time if they feel this will be needed.</p>	
<p>Case study of how the practice has supported a patient with a learning disability, or their carer.</p>	<p>The practice felt that providing a case study may breach patient confidentiality.</p>	

Other comments:

A questionnaire was left at the surgery for 4 weeks prior to our visit. Patients with a learning disability were asked to tell us what they thought of their doctors' surgery.

The feedback was very positive stating that they were able to get a double appointment and felt that the information they were given at their appointment was explained to them in a way they understood. One patient commented that they felt the booking of appointments has got a lot easier over the last 12 months and they have more doctors at the surgery.

Links for your information:

<https://www.england.nhs.uk/ourwork/accessibleinfo/>

https://www.mencap.org.uk/sites/default/files/2016-06/Annual_health_checks_Easy_Read.pdf

<http://easyhealth.org.uk>

<https://www.gov.uk/government/publications/reasonable-adjustments-for-people-with-learning-disabilities>