



Calderdale
GP Quality
Checking



Date of visit: 22nd May 2018

Check done by: Marion Belshaw & Janet Hannan

Surgery name: Southowram Surgery

QUESTION	WHAT DID WE OBSERVE (SEE)	Initials of checker
Was there plenty of parking? Was there disabled parking allowing easy access to the surgery?	<p>There are a number of parking spaces outside the surgery, there are enough spaces for the size of the surgery.</p> <p>This included disabled parking.</p>	MB JH
Is the entrance to the surgery easy to get into? Is it easy for someone with a wheelchair?	<p>It is very easy to access the surgery with the use of a push pad which opens a power assisted door. The entrance door is also under cover.</p> <p>There would be no problems for patients using a wheelchair, or pushing a pram, in gaining access to the surgery.</p>	
What were your first impressions when you went into the surgery?	<p>The surgery waiting area is very bright and welcoming. There is lots of information around the surgery waiting area.</p>	

	<p>Because the surgery is small the staff can give patients a very personal service and this was noted during our visit.</p> <p>There is an electronic signing in machine (which is accessible to someone using a wheelchair), as well as a machine that measures height, weight and blood pressure. A large screen at the front of the waiting area also displays information.</p> <p>The surgery also has a large disabled toilet although you may need assistance to access from the waiting room.</p>	
<p>Was the reception desk accessible?</p> <p>Was the reception desk accessible for someone in a wheelchair?</p>	<p>Yes. The reception desk is immediately to your right as you enter the waiting area. There was a clear space around the reception desk allowing easy access for wheelchairs and prams.</p> <p>The height of the reception desk would allow face to face contact for people using a wheelchair.</p>	
<p>Were the reception staff friendly?</p>	<p>Yes the receptionist was very friendly and helpful during our visit.</p>	
<p>Were the chairs set out ok?</p> <p>Was the floor clear of obstructions?</p>	<p>Yes. There was plenty of clear space allowing patients in a wheelchair to comfortably wait in the waiting area. Some assistance may be needed to go through the door into the doctor's room for your appointment.</p> <p>Yes. There was no clutter or obstruction in the surgery waiting area at the time of our visit.</p>	

<p>Does the surgery have a member of staff trained to support people with a learning disability?</p> <p>Is this support available at all hours of the surgery opening times?</p>	<p>ALL staff are trained in how to support all patients who attend the surgery. If requested, members of staff can come into your appointment with you for support (this is called a Chaperone).</p> <p>A member of staff can support ALL patients at any time of the surgery's opening hours.</p>	
<p>Does the surgery waiting area have information in easy-read?</p>	<p>There was lots of information available for patients at the time of our visit. Some information was in easy-read and large print.</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>Doctors at the surgery will provide the information in whatever way the patient requests.</p> <p>Doctors will ensure that all their patients fully understand what they have been told at their appointment. For patients who have a learning disability the doctor will make sure they have fully understood what they have been told and will record this on their file.</p>	
<p>Do GP's offer annual health checks?</p>	<p>Yes. Patients are told about their Annual Health Checks in a number of ways, whichever suits the patient best. They may be contacted by telephone, letter or text. Sometimes the patients may have their check whilst they are visiting the doctor for something else.</p>	

<p>Do GP's offer screening? How are people told about this?</p> <p>How many people with a learning disability at the practice have the annual health checks?</p>	<p>All patients are given the relevant screening opportunity. If patients with a learning disability do not attend screening the surgery will give them a call to see if there is any reason they may have missed an appointment or not taken up the offer of screening.</p> <p>The surgery has 12 people on their register with a learning disability, 9 of these patients are over the age of 18.</p> <p>All patients attended their Annual Health Check last year.</p>	
<p>Can people with a learning disability book a double appointment?</p> <p>Is this offered when the person rings to make the appointment?</p>	<p>Yes. If the patient feels they may need longer time for an appointment they can request this when they make their appointment.</p> <p>Because this is a small practice staff are familiar with their patient's needs and will allow more time if it is felt it will be needed.</p> <p>Patient records will notify staff at the surgery that they have a learning disability.</p>	
<p>Case study of how the practice has supported a patient with a learning disability, or their carer.</p>	<p>A patient at the surgery becomes very fearful and anxious when they have to attend the doctors.</p> <p>The patient was due to have their flu jab but knowing this would be difficult for the patient the doctor made a home visit to administer the vaccination. Whilst the GP was there he also gave the flu jab to the patient's mom who was his carer, knowing that this could have an impact on the patients care if she was to become ill with flu.</p>	

Other comments:

Southowram Surgery is a very small and friendly practice enabling all staff to give their patients a very personal service.

The surgery do a check on a monthly basis to see if vulnerable patients have missed an appointment. If they have, the surgery will contact the patient to make sure everything is okay.

The questionnaire was forwarded to all patients with a learning disability (9) over the age of 18. 3 questionnaires were returned. Comments made were:

- All patients were able to book a double appointment
- All patients were notified when their Annual Health Check was due

Patients left the following comments:

- “there is nothing more I can say, it’s all good”
- “I have no issues using the GP. They even come to my house when I am afraid to go to the doctors”
- “the doctor always listens and tries to help and explains things to me. I am never worried about going to the doctors if I have to”

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](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>

<https://www.dimensions-uk.org/get-involved/campaigns/make-gps-accessible-mygpanhme/report/>