

# Disability Competency Training Programme

## Case Study

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### Your context

What did you identify in your action plans that you wanted to improve:

St-Paul's Way identified they needed to improve signage, their understanding of the hearing loop and SignLive, make the lower desk space more user-friendly.

Their building is a new building to a degree, and it has accessible features.

### What changes did you make:

St-Paul's Way organised training for staff around the hearing loop and SignLive.

They worked with some trainees and students who are on work placements and created posters regarding the hearing loop and SignLive. They laminated the posters for infection control purposes, and they are now all up and visible in reception.

St-Paul's Way invested in a new hearing loop too.

They also cleaned the lower desk up and made it a lot more visible, and it is now the first thing you can see when you walk in, so it's a lot clearer for wheelchair users to be able to use.

They put clearer signs to encourage patients to use the self-checking system and decrease the reception waiting queue.

The next step for them is to do more training around deaf awareness in general in order to better support deaf people. They connected with one of the deaf people's organisation and will start a conversation.

## **What worked well:**

What worked well was the audit that helped them identify what was missing and needed to be improved in the surgery.

They thought the programme was very good.

## **What did not work well:**

They said it would have been good to understand what was set out for them (agenda): what is going to happen? What are they going to tell them? How many meetings will it involve? What is the goal? It would have been helpful to be informed of the simple steps.

They felt there were too many meetings, so there was not enough time to prepare. The meetings could have been condensed into a much shorter period of time, so they did not have to attend too many hours of meetings.

## How to improve and lessons learnt:

Everything they asked for, such as posters, content, and information related to SignLive was sent to them, which was very helpful and easy.

The only difficult thing is the bigger changes, because if they are structural, it is very difficult to make changes because it costs a lot of money, and it will take a long time to see the change.

It would have been good to share quick tips at the start of programme during the meetings, instead of waiting a couple of months to do the training.

## Impact and conclusion:

Thanks to the training, the practice manager said that accessibility is at the forefront of their mind. They feel it has changed the way we slightly think. It changed their way of thinking when they looked around the surgery.

They think that the signage work with the student was very valuable and good for the surgery and the patients.

They really appreciated meeting everyone at the Celebration event and sharing thoughts and tips. They particularly enjoyed what has been put into place by one of the speakers of PNC1, and they got ideas from them and amazing leaflets.

Finally, one of the next steps is to improve their website's accessibility and add information for patients to access the surgery.

<b>Date</b>	<b>28.02.2025</b>	<b>Practice Name</b>	<b>St-Paul's Way</b>
<b>Name of Practice Manager</b>	<b>Michelle O'Brien</b>	<b>Signature</b>	<b>Michelle O'Brien (transcript)</b>