

Disability Competency Training Programme

XX Place and Bromley-by-Bow Health Centre – Case Study

Context

What the Practices identified in their action plans that they wanted to improve:

The Practice Manager (PM) of XX Place and Bromley-by-Bow Health Centre (BBBHC) said most people identified similar issues, which showed they were on the same line, such as:

- Easy Read resources
- BSL training and Video Relay System (SignLive)
- Reasonable adjustment flag
- Having an Assistance Dog Policy
- Installing TV screens in the waiting area to alert people, especially hard of hearing and deaf people, when the doctor or nurse is ready to see them

What changes they made:

- At BBBHC, they fitted an emergency alarm at floor height in the accessible toilet
- At the two Practices, they improved their posters clarity and readability
- At XX Place, they fixed their touch screen register

They have not managed to install TVs in the waiting area, due to a lack of funding.

At XX Place, they are also trying to improve the main door access, and they are currently in conversation with Barts and the Estates about this issue. Meanwhile, they are going to buy a specific mirror so staff can see the front door and assist patients.

What worked well:

The PM thought it was good the training was planned during their PLT days, as it made it easier for staff to attend the 3-hour training sessions. Moreover, the feedback from the staff has been good and proved they really enjoyed it.

It was valuable to hear from deaf and disabled people about their own lived experience of the primary care sector. It increased staff awareness.

The access audit was very useful. It was valuable to have a person with a fresh pair of eyes assessing their Practice. The access audit visit's process was easy and quick, whereas completing the Practice Manager Questionnaire took a bit of time.

What did not work well:

The PM believed the online sessions were not as efficient as the in-person ones because trainees were provided with less content and could not exchange with stakeholders and colleagues the same way they would do during the in-person training.

There was also not a lot of time to implement changes quickly enough to meet service users' needs. They worry that service users might think they are not working well enough on the changes they committed to doing.

How to improve and lessons learnt

The PM said it would be good to get more support because surgeries are very busy, and it is difficult to make some of the agreed changes.

Maybe Real could be funded to:

- Produce and share a suggestion guide to help them select and purchase equipment
- Provide templates for posters and Easy Read letters, etc. It would make the process much easier for them
- Help them make their website more accessible by suggesting useful links to add to their website, making it visually relevant to all patients, etc.
- Provided recommendations on the patient's online pathway on "Accurix" software.

Impact and conclusion:

Their next step is to consult the Patient Participation Group (PPG) on their findings and action plans. The PM thinks that PPG members could perhaps be interested in using their personal skills to support the Practice to implement some changes.

In addition, thanks to this programme, they have put in place SignLive, which allows hard-of-hearing / deaf people and GP staff to communicate efficiently together.

"The training was good; I think it's a bit of an eye-opener for everyone to understand patients' journeys from their perspective. I think the audit was really good because it gave a fresh pair of eyes to our building, and I think without that, we probably won't be making any changes unless a patient specifically complained about something, and then we may have put something into action, or the PPG might have brought it up, but it may have taken another year before someone brought something up." PM

"If you guys want to use us for any pilot or anything like that or you want help with anything or want to check anything, just drop me a line, and I will try and get back to you." PM