



Effective Communication is a Shared Responsibility

Checklist for Visit to Doctor's Surgery

Supporter Copy

Final Version August 2011

Environmental Audit

Instructions for Supporter

- Supporter to partner the service user as they go round the surgery building and complete the Environmental Audit Checklist
- Service User to complete the Environmental Audit Checklist by circling the yes/no responses
- Supporter to use the sheet below to note any additional comments on each section of the Environmental Audit Checklist Just leave blank if there's no additional detail worth noting.

Environmental Audit

Any Extra Comments To Note

Getting to the Doctors Surgery

Getting into the Doctor's Surgery

Checking in For An Appointment

What's the Waiting Room Like

How do I know when it is my Turn

Practice Manager Interview

Instructions for Supporter

- Supporter to partner the Service User as they complete the face to face interview with the Practice Manager
- **Please Note** Supporter will need to print off 2 copies of the Service User Questions Document One for the Supporter and one for the Service User
- Service User to use their copy for reference as they pose the questions
- Supporter to use their copy to write down the answers provided at interview by the Practice Manager
- The Supporter has to read the introduction to the very first question in the Telephones section and pass over to the Service User to ask the question “Does your surgery ever leave messages on your telephone answering machine?”
- There are a couple of additional more complex questions for the Supporter to ask at the end of the interview – noted on sheet below.

Practice Manager Interview

Additional Questions for Supporter to Ask

Question 1

Do you have a copy of the TIP cards and if so can I see them please?

Question 2

What information on disability awareness is available in your staff induction training?

Question 3 (**Only ask if surgery participated in Workshops**)

What changes have you implemented since participating in the Effective Communication workshop?

Question 4

Are you aware of the requirements for the Awl Act in respect of medical treatment for adults who have a learning disability?

Question 5

Do you have the necessary paperwork to fulfil these requirements?