

## **RESPONSIVE**

Have you introduced any changes to the service after reviewing your patient survey feedback? (These surveys could be the GP Patient Survey or your own practice surveys)

(Think about your worst areas, usually phones and access)

Any rerouting of tele calls / triage changes to access / minor illness nurse led sessions / changes to extended hours / change in ratio of F2F to tele consults / use of SMS texting / other digital use"

Have you changed how you identify and meet the information and communication needs of people with a disability or sensory loss? (This relates to the Accessible Information Standard (AIS))

(Think registers and information resources)

Any more waiting room screens / any staff with skills such as sign language / any change to literature used eg PILs / hearing loop / iPad at front desk / check in screens / icons and flagging of notes"

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

[https://www.healthcheck.nhs.uk/commissioners\\_and\\_providers/marketing/accessible\\_materials1/](https://www.healthcheck.nhs.uk/commissioners_and_providers/marketing/accessible_materials1/)"