**Posters Recommended for CQC**

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| --- | --- | --- | --- | --- |
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| v1.1 | 07/05/2024 | Sultan Mohamed | Nine Taylor |  |
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# Introduction

## Policy statement

Promulgating pertinent information at Sheerwater Health Centre increases patient awareness, knowledge and satisfaction. Additionally, it helps patients to make informed decisions about their care.

It is therefore imperative that information displayed in the waiting room(s) and consulting rooms at this organisation is relevant to the patient population and that topics cover core subjects while ensuring that Care Quality Commission (CQC) expectations are met.

## Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage compared to others, in accordance with the [Equality Act 2010](https://www.legislation.gov.uk/ukpga/2010/15/contents). Consideration has been given to the impact this policy might regarding the individual protected characteristics of those to whom it applies.

This policy and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment. Furthermore, this document applies to all employees of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locums and contractors, are encouraged to use it.

# Poster guidance

## Location

Within this organisation, information will be displayed in the following locations:

* Main entrance
* Waiting area(s)
* Consulting rooms
* Corridors
* Patient toilets
* Other areas where applicable

Each of the above areas can be used to provide appropriate information to all patients.

## Display requirements

At this organisation, staff must adhere to the following guidance:

* All posters must be either wipeable or laminated. This enables them to be cleaned routinely
* Posters are to be affixed to the walls and noticeboard using Velcro® or another type of adhesive. However, the use of drawing pins is permitted for noticeboards
* White boards are preferred as opposed to fabric noticeboards. They are easier to keep clean as they are wipeable
* All information must be current and it is recommended that, in the bottom right hand corner of the board, there is a laminated card that states the date the noticeboard was last updated (see Annex A)
* All noticeboards are to display information clearly and are to be presented in such a manner that information is readable (do not clutter noticeboards)

Adopting a uniform approach to the displaying of information throughout the organisation will promote a professional and consistent appearance.

It is recommended that all signage throughout the organisation is dementia friendly and easy to understand by all patients.

## Infection prevention control considerations

At this organisation, posters, noticeboards and artwork are to be kept clean at all times, thereby ensuring they pose a very low risk of infection.

Fabric noticeboards are to be cleaned in conjunction with the organisation’s cleaning schedule. Additionally, on a quarterly basis, posters are to be removed from all noticeboards and the noticeboard cleaned/sprayed with the appropriate cleaning product.

To satisfy CQC inspection teams, a record of the cleaning schedule will be made available to evidence that noticeboards are cleaned regularly.

## Risk assessment

Should this organisation not be able to use anything other than fabric noticeboards, a risk assessment will be undertaken, using the template at Annex B, to ensure the appropriate control measures are in place.

## Areas of responsibility

To ensure information that is displayed is current and relevant, the following teams have dedicated areas of responsibility:

|  |  |
| --- | --- |
| Area | Individual |
| Main entrance | Management team |
| Waiting room noticeboards (general) | Reception team |
| Health promotion noticeboard | Nursing team |
| Consulting rooms | Nursing team |
| Corridors and patient toilets | Administration team |
| Other areas | As advised by the management team |

# Expected posters

## What the CQC expect to see

When conducting an inspection, the CQC will expect to see the following information on display:

* **Main entrance**
  + [Opening hours clearly displayed](https://practiceindex.co.uk/gp/forum/resources/poster-with-practice-opening-times.1593/?fromcat=75)
  + [Guidance on what to do out of hours clearly displayed](https://practiceindex.co.uk/gp/forum/resources/poster-to-show-what-to-do-when-we-are-closed.1594/?fromcat=75)
  + Guidance on any infection prevention control measures required, i.e., in the event of an outbreak of a disease
  + The names of the partners
* **Waiting rooms**
  + [CQC rating](https://www.cqc.org.uk/get-involved/consultations/downloading-posters-widgets-website) and information on practice performance
  + [Complaints process – how to complain](https://practiceindex.co.uk/gp/forum/resources/complaints-poster.1843/?fromcat=75)
  + [Chaperones – how and when to request a chaperone](https://practiceindex.co.uk/gp/forum/resources/chaperone-poster.1576/?fromcat=75)
  + [Comments, compliments and suggestions – how to leave feedback](https://practiceindex.co.uk/gp/forum/resources/patient-feedback-poster.1313/?fromcat=75)
  + [Translation services](https://practiceindex.co.uk/gp/forum/resources/translation-services-poster.1850/?fromcat=75) including [BSL interpreters](https://practiceindex.co.uk/gp/forum/resources/poster-on-bsl-interpreters.1645/?fromcat=75)
  + [PPG – general information about the PPG](https://practiceindex.co.uk/gp/forum/resources/poster-introducing-the-patient-participation-group-ppg.1584/?fromcat=75)
  + [Emergency equipment – where it is located](https://practiceindex.co.uk/gp/forum/resources/emergency-equipment-location-poster.1583/?fromcat=75)
  + [Fire safety – actions in the event of a fire and assembly point](https://practiceindex.co.uk/gp/forum/resources/fire-assembly-point-poster.1614/?fromcat=75)
  + Bereavement – information about local support services
  + [Mental health – information about local support services](https://practiceindex.co.uk/gp/forum/resources/poster-to-educate-on-suicide-risks.1523/?fromcat=75)
  + Local services – information about a range of local support services
  + [Zero tolerance – what is expected of patients](https://practiceindex.co.uk/gp/forum/resources/zero-tolerance-poster.1113/?fromcat=75)
  + [Privacy notice – how we use your data/GDPR](https://practiceindex.co.uk/gp/forum/threads/privacy-notice-practice.16778/)
  + [Sepsis – recognising sepsis](https://practiceindex.co.uk/gp/forum/resources/sepsis-poster.1263/?fromcat=75)
  + [Breastfeeding – information about areas available to breastfeed](https://practiceindex.co.uk/gp/forum/resources/breastfeeding-poster.1080/?fromcat=75)
  + [Did not attend – % of patients who attended in the preceding month(s)](https://practiceindex.co.uk/gp/forum/resources/dna-percentage-poster.1344/?fromcat=75)
  + [Safeguarding – general information including FGM](https://practiceindex.co.uk/gp/forum/resources/safeguarding-poster.1597/?fromcat=75)
  + Prescriptions – charges and [repeat prescription process](https://practiceindex.co.uk/gp/forum/resources/repeat-prescriptions-poster.1598/?fromcat=75)
  + [Domestic violence – information about support services in the locality](https://practiceindex.co.uk/gp/forum/resources/domestic-abuse-awareness.1509/?fromcat=75)
  + [Care navigators – the role of the receptionist as a care navigator](https://practiceindex.co.uk/gp/forum/resources/care-navigator-poster.1612/?fromcat=75)
  + [Social prescribers – their role in general practice](https://practiceindex.co.uk/gp/forum/resources/social-prescribing-poster.1314/?fromcat=75)
  + Accessible information – availability of information in additional languages, easy read format or braille
  + Health promotion material – dedicated noticeboard with topical health promotion information displayed (in line with the [NHS calendar of national health and wellbeing campaigns](https://www.nhsemployers.org/retention-and-staff-experience/health-and-wellbeing/understanding-your-data/calendar-of-national-campaigns)), i.e., [flu season](https://practiceindex.co.uk/gp/forum/resources/flu-clinics-and-social-distancing-poster.1564/?fromcat=75)
  + Useful information – appropriate to patient demographics, i.e., [cervical screening](https://campaignresources.dhsc.gov.uk/search/?q=Cervical+screening), [cancer diagnosis](https://campaignresources.dhsc.gov.uk/campaigns/help-us-help-you-cancer/cancer-earlier-diagnosis/), [childhood immunisations](https://practiceindex.co.uk/gp/forum/resources/childhood-immunisations-poster.1428/?fromcat=75), [diabetes](https://campaignresources.dhsc.gov.uk/search/?q=diabetes), [mental health](https://practiceindex.co.uk/gp/forum/resources/poster-to-educate-on-suicide-risks.1523/?fromcat=75) etc.
  + [Waiting time – if you have been waiting for more than 20 minutes, speak to a member of staff](https://practiceindex.co.uk/gp/forum/resources/are-you-waiting-for-your-appointment-poster.1538/?fromcat=75)
  + [Practice website – address of website/link/QR code if applicable](https://practiceindex.co.uk/gp/forum/resources/poster-detailing-practice-website-information.1615/?fromcat=75)
  + [Online services – how to register and access online services](https://practiceindex.co.uk/gp/forum/resources/booking-online-poster.1319/?fromcat=75)
  + [Do you need to see a doctor?](https://practiceindex.co.uk/gp/forum/resources/do-you-need-to-see-a-doctor-poster.1577/?fromcat=75)
* **Reception desk**
  + [Hearing loop – availability of a hearing loop at reception and during consultations](https://practiceindex.co.uk/gp/forum/resources/hearing-loop-poster.1815/?fromcat=75)
  + [Confidentiality – advising patients that if they want to talk in private, there is the facility to do so](https://practiceindex.co.uk/gp/forum/resources/confidentiality-poster.1435/?fromcat=75)
  + [Translators – how translation services can be provided](https://practiceindex.co.uk/gp/forum/resources/translation-services-poster.1850/?fromcat=75)
  + [Contact details poster – are your details up to date?](https://practiceindex.co.uk/gp/forum/resources/contact-details-poster.1311/?fromcat=75)
  + [Respect – respect the person in front of you and keep your distance](https://practiceindex.co.uk/gp/forum/resources/respect-your-fellow-patients-poster.1613/?fromcat=75)
* **Corridors**
  + [Directions – to consultation/treatment rooms](https://practiceindex.co.uk/gp/forum/resources/directional-posters-for-surgeries-consulting-rooms.1581/?fromcat=75)
  + Evacuation routes – to nearest fire exit(s)
  + [Fire safety – actions in the event of a fire](https://practiceindex.co.uk/gp/forum/resources/in-case-of-fire-poster.1436/?fromcat=75)
  + [Emergency equipment – explaining/directing where equipment is stored](https://practiceindex.co.uk/gp/forum/resources/emergency-equipment-location-poster.1583/?fromcat=75)
  + [Toilets – directing patients to closest toilet(s)](https://practiceindex.co.uk/gp/forum/resources/toilet-signage-for-practices.1582/?fromcat=75)
* **Patient toilets/back of toilet doors**
  + [Hand washing](https://duckduckgo.com/?q=NHS+Hand+washing+poster&t=osx&iax=images&iai=http%3A%2F%2Frecruit2schools.com%2Fwp-content%2Fuploads%2F2020%2F03%2Fhand-hygiene-poster.jpg&ia=images) – general hand washing techniques (recommended)
  + [Domestic violence – accessing local services/refuges (recommended)](https://practiceindex.co.uk/gp/forum/resources/domestic-abuse-awareness.1509/?fromcat=75)
  + Opportune information – [seasonal flu](https://practiceindex.co.uk/gp/forum/resources/pneumococcal-vaccination-poster.1421/?fromcat=75), [use of antibiotics](https://practiceindex.co.uk/gp/forum/resources/antibiotic-resistance-poster.1309/?fromcat=75), (recommended)
* **Consulting rooms**
  + [Complaints process – how to complain](https://practiceindex.co.uk/gp/forum/resources/complaints-poster.1843/?fromcat=75)
  + [Chaperones – how and when to request a chaperone](https://practiceindex.co.uk/gp/forum/resources/chaperone-poster.1576/?fromcat=75)
  + [Comments, compliments and suggestions – how to leave feedback](https://practiceindex.co.uk/gp/forum/resources/patient-feedback-poster.1313/?fromcat=75)
  + [Safeguarding – general information including FGM](https://practiceindex.co.uk/gp/forum/resources/safeguarding-poster.1597/?fromcat=75)
  + Useful information – appropriate to patient demographics, i.e., [cancer screening services](https://practiceindex.co.uk/gp/forum/resources/cervical-screening-awareness-covid-19.1504/?fromcat=75), [childhood immunisations](https://practiceindex.co.uk/gp/forum/resources/childhood-immunisations-poster.1428/?fromcat=75), diabetes, [mental health](https://practiceindex.co.uk/gp/forum/resources/poster-to-educate-on-suicide-risks.1523/?fromcat=75) etc.
  + [Zero tolerance – respect/standards expected of a patient](https://practiceindex.co.uk/gp/forum/resources/zero-tolerance-poster.1113/?fromcat=75)
* **Staff room**
  + [Health and safety](https://www.hse.gov.uk/pubns/books/lawposter-a3.htm) – named health and safety poster
  + Insurance – employers liability insurance
  + Governance – a governance related noticeboard (training, risk, significant events etc.)
* **Staff toilets**
  + [Hand washing](https://www.england.nhs.uk/wp-content/uploads/2022/09/nipc-manual-appendix-1-handwashing.pdf) – correct hand washing techniques
  + Reminders – mandatory training for example
  + Opportune information – development/inspirational information
* **Treatment room**
  + [Anaphylaxis](https://practiceindex.co.uk/gp/forum/resources/anaphylaxis-posters.1531/?fromcat=75)
  + Resuscitation algorithms – [adult](https://www.resus.org.uk/sites/default/files/2021-04/Adult%20Advanced%20Life%20Support%20Algorithm%202021.pdf) and [paediatric](https://www.resus.org.uk/sites/default/files/2021-04/Paediatric%20ALS%20Algorithm%202021.pdf)

# Annex A – Noticeboard update

Noticeboard owner:

Date last reviewed:

Date last cleaned:

# Annex B – Risk assessment template

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk assessment title** | **Fabric noticeboards** | **Date of assessment** | **27/11/2023** |
| **Assessment conducted by** | **L H Jones (Ops Mgr)** | **Date of next review** | **26/11/2024** |
| **Contributors** | **P O Smith (PM)** | **Risk reference** | **19/23** |

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| --- | --- | --- | --- | --- | --- | --- |
| What are the potential hazards | Who is at risk of being harmed and how? | What are you already doing to control the risks | Risk rating | Additional control measures required | To be implemented: by who, by when? | Residual risk |
| Use of fabric noticeboards throughout the premises. | If the correct cleaning procedures are not adhered to, this could pose a risk to infection prevention control measures. | Staff display information that is either laminated or made from wipe clean material.  Noticeboards are reviewed every [xx] weeks by nominated individuals.  Staff check the cleanliness of the noticeboards during the reviews. | 6 | Review of cleaning contract to embed the requirement to clean noticeboards on a [xx] weekly basis.  Include noticeboards on IPC audit and carry out spot checks. | Ops Mgr  31/03/2024  IPC Lead (Ongoing) | 4 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | **Likelihood** | | | | |
| 1  Rare | 2  Unlikely | 3  Possible | 4  Likely | 5  Almost certain |
| **Consequence** | 5  Catastrophic | 5  Moderate | 10  High | 15  Extreme | 20  Extreme | 25  Extreme |
| 4  Major | 4  Moderate | 8  High | 12  High | 16  Extreme | 20  Extreme |
| 3  Moderate | 3  Low | 6  Moderate | 9  High | 12  High | 15  Extreme |
| 2  Minor | 2  Low | 4  Moderate | 6  Moderate | 8  High | 10  High |
| 1  Negligible | 1  Low | 2  Low | 3  Low | 4  Moderate | 6  Moderate |