

Young Inspectors Report (Draft)



Inspector: Louise
Venue: Wendover Health Centre
Date: 07.05.26

This report reflects the lived experience of young people with SEND and highlights both strengths and opportunities for improvement.

What was good about the visit?

- Staff had a strong understanding of SEND and were flexible with reasonable adjustments.
- The surgery felt welcoming, with choice in seating and a calm overall atmosphere.
- Helpful features like the tablet area and clear internal directions supported accessibility.

What could be improved to make this even more accessible?

- Some signage and information displays were unclear or hard to navigate quickly.
- The layout and noise levels may be overwhelming for some young people.
- Reasonable adjustments were not always clearly visible unless you asked.

<u>Easy wins</u>	<u>Big wins</u>
<ul style="list-style-type: none">• Add clearer signs (including a quiet area and reasonable adjustments sign).• Label leaflets and forms more clearly.• Offer volume control or choice around the TV.	<ul style="list-style-type: none">• Make reasonable adjustments information visible at the entrance and online.• Organise display boards into clear, labelled sections.• Use the website more to show what to expect before attending.

The SEND Inspection team will be collating our findings and learnings from our other GP visits to bring together our recommendations to make all GP surgeries more accessible by July 2026. Our practical tips will be made available on our [Shout Out for SEND Learning Hub](#).

As part of our inspection, we took notes on different aspects of the surgery. Below are an array of comments and recommendations.

Observations and comments:

Signage:

- Arrows pointing clearly to reception and the waiting room
- Take down waiting room 2 sign
- More clarity on car parking – a solution would be to have one big sign that says “patients, sign in at reception”

Layout of the chairs:

- Different options of chairs was great, gives young people the chance to decide if they want to sit somewhere quiet or they don't mind. An easy win to make this stronger would be to have a 'quiet corner' sign
- Note: Many young people with SEND don't like a horseshoe style set up as it can be uncomfortable, thinking about eye contact and not knowing strangers

TV:

- I loved the TV for signposting and sharing important information however it might be worth thinking about muting it or turning it down to reduce sensory overwhelm – however many might find a helpful distraction. A reasonable adjustment could be to offer an option to turn it down.

Tablet area:

- This was a great thing to see as it overcomes digital poverty. The privacy screen is great too. The tablet could be used further as a 'signposting tool' for those who struggle to find what support they could get.

Display boards:

- There was a nice balance of 'wall space' and relevant information, as to not make the waiting area too overwhelming.
- I do think that the display boards could be clearly categorised into topics. The topics should be:
 - Surgery information (as the first one)

- Signposting and information for health (including important illnesses and diagnoses)
 - Signposting for community support (including the SEND Local Offer)
 - Young person info board, where the information is less noisy, easy read and colourful (including what confidentially means at a GP)
- Clear titles at the top of each board for ease.
 - The letters and forms under the TV seemed great to have, but they need labels on for accessibility

Reasonable adjustments information:

- Having a clear simple sign at the entrance that says “If you require any Reasonable Adjustments, please ask reception”. Under that are examples of three adjustments (I want to wait outside, turn the radio off look at the menu) and a QR code which links to a flyer online.

Staff’s understanding of supporting CYP with SEND:

- I loved that they celebrated the importance of building a relationship first. Us feeling safe and supported should always be at the front of everyone’s mind.
- Doing things like allowing people to wait in our car, come through the side entrance, or even allowing me to sit on the floor gives that personalised touch which makes a huge difference.
- Staff being ‘hot on’ Oliver McGowan training was lovely to see.

Website:

- The pictures of staff on the website are great as it makes it feel less scary
- The timer for phone calls was incredibly useful for me to know how long it is to wait

Young Inspectors Report (Draft)



- Information on Reasonable Adjustments on the website – maybe a page that explains what they are and what kinds of things the surgery can offer
- Pictures of the waiting and consultation rooms on the website are very much needed to help us know what to expect
- The use of social stories (what happens when you go to a GP) is very powerful and should be available on website.
- The use of YouTube (e.g., for video walk through, meet the staff, what are Reasonable Adjustments) is a great idea, and links to the videos from the website will help lots.

Accessibility

How did the environment make you feel:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- I liked the layout of the chairs so that there were different options of where to sit.
- There was a nice balance between display boards and wall space so you could choose whether you wanted to look at the posters or the blank walls (can be less visually overwhelming)
- Having a sign which says quiet area could make it even better.

How were the facilities at the surgery:

Young Inspectors Report (Draft)



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- I really liked the tablet area to overcome barriers related to digital poverty. The privacy screen was nice to give patients privacy while using it.
- I wondered if also using the tablet as a 'signposting tool' could be useful.

How was the experience accessing the surgery:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- I found it easy to get to.
- Having pictures of the car park and the outside of the surgery could help people to find it and reduce anxiety.

Staff and Communication

How was the staff understanding to support with SEND:

Young Inspectors Report (Draft)



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- All staff were exceptionally welcoming and supportive.
- They shared examples of how they had built supportive relationships with young people and of making reasonable adjustments.
- They seemed really passionate about supporting SEND young people.

How was the inclusive signage:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- I thought it could be good to have arrows pointing clearly to the waiting room.
- When I first arrived, I struggled to understand the parking information. Having one sign which says 'patients sign in at reception'
- It would be good to have a sign near the entrance about asking for reasonable adjustments.

Young Inspectors Report (Draft)



Accessible leaflets/displays:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

1	2	3	4	5	6	7	8	9	10
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Any other comments

- I liked the letters and forms under the TV. I thought this was a really good idea. It would be good to have labels on these.
- I think it would be useful to categorise the display boards and include a young persons/reasonable adjustments info board.

Atmosphere & Inclusion

Did the surgery feel safe and inclusive? - Yes

Did you enjoy your visit? - Yes

Would you recommend this surgery to someone else? - Yes

Final comments on the surgery

If you could make three changes to the surgery, what changes would they be?

- Make reasonable adjustments information more visible, so that young people know what support is available to them.
- Make the signage clearer (e.g. a sign at the entrance showing which way to the waiting room)
- Organise the information boards by category.

Young Inspectors Report (Draft)



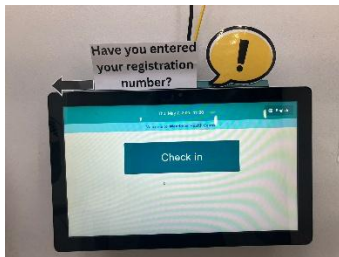
The staff were incredibly supportive, reflective and passionate about giving the best experience for all patients, particularly those with SEND. I felt very comfortable and welcome.

Thank you for having us and working with us to make Buckinghamshire a more inclusive place for people with SEND!

Name: *Louise*



Date of inspection: 07/03/26



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