



## Young Inspectors Report

Name: Louise
Venue: Marlow Health Centre
Date: 22.05.26

### What was good about the visit?

- Information showing GP names on the board – who was present for the day.
- Inclusive offering both online and paper without prompting.
- Ipad in reception for appointment request form.
- Digital Champion to assist with any digital requirements.
- Ability to scan QR codes and instructions on how to scan.
- Engagement in making adjustments was strong.

### What had room for improvement?

- Some signage and information displays were unclear or hard to navigate quickly.
- Reasonable adjustments were not always clearly visible unless you asked.
- Environment – lighting and layout of waiting room.
- Varied waiting rooms not very clear which room to go to.

<u>Easy wins</u>	<u>Big wins</u>
<ul style="list-style-type: none"> <li>● Add clearer signs (including a quiet area and reasonable adjustments sign).</li> <li>● Offer reasonable adjustments.</li> <li>● At registration offer support and signpost digital champion.</li> </ul>	<ul style="list-style-type: none"> <li>● Ambient technology and written notes available post appointment.</li> <li>● Organise display boards into clear, labelled sections.</li> <li>● Use the website more to show what to expect before attending.</li> </ul>

*These are our thoughts, feelings and wishes on what we experienced during our visit. 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 in June 2026. Our practical tips will be made available on our [Shout Out for SEND Learning Hub](#).*

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# Young Inspectors Report



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:**

#### **Main Centre**

- During check in – which waiting room it is in.
- A map in reception and on the website to show layout clearly.
- Arrows pointing clearly to waiting room
- More clarity on car parking.
- Videos to walk through both parking and entrance.

#### **Annex**

- More young person friendly information.
- Information on Reasonable Adjustments.
- More calming artwork on the walls.

#### **Digital Champion**

- We really like the idea of this but some consideration should be made regarding privacy.
- This should be highlighted at every check in.

#### **Layout of the chairs:**

##### **Both areas**

- Different options of chairs, 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
- Many young people 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.

#### **Tablet area:**

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

# Young Inspectors Report



## **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.
- Information on Young people's specific board, surrounding your rights, how to communicate.
- Put up letters and forms with labels on for accessibility (the receptionist could not find the form initially and had to seek support)

## **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, look at the Reasonable Adjustments menu, no repetitive sounds) and a QR code which links to a flyer online.

## **Staff's understanding of supporting CYP with SEND:**

- Having a staff menu for Reasonable Adjustments.
- Staff participating in Oliver McGowan training was lovely to hear.

## **Website:**



## Young Inspectors Report

- Having an indication of pinch waiting times would be beneficial in avoiding those times.
- Information on Reasonable Adjustments on the website – maybe a page that explains what they are and what kinds of things the surgery can offer
- Page on website directly for young people and young people with SEND.
- 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.

### **Klinik Forms**

- More accessibility in terms of the questions asked and why.

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## Accessibility

(Please mark under face and in the 1-10 table)

How did the environment make you feel:



Very Unsatisfied



Unsatisfied



Neutral



Satisfied



Very Satisfied

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



# Young Inspectors Report

- There was a nice balance between display boards and wall space so that you could choose whether you wanted to look at the posters or the blank walls (can be less visually overwhelming)
- I feel like the layout of the chairs could be adjusted so that there are different options of where to sit.

How were the facilities at the location:



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

- I liked the tablet to overcome barriers related to digital poverty and the QR code with instructions.
- I liked the idea of the digital champion but thought that some consideration could be made regarding privacy.

How was the experience accessing the location:



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



## Young Inspectors Report

- Parking can be tricky to navigate. Having information about this on the website could be helpful.
- 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:



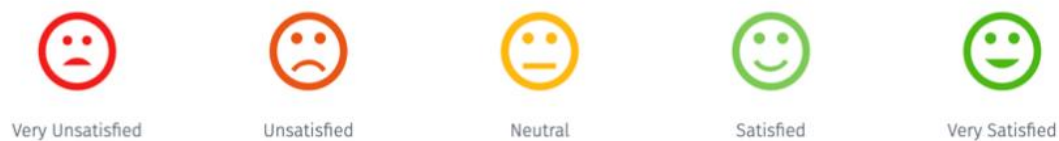
1	2	3	4	5	6	7	8	9	10 x
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**Any other comments**

- All staff were incredibly understanding and welcoming.
- They seemed passionate about supporting SEND young people.

Based on today's visit. However, previous visits have not been as positive.

How was the inclusive signage:





## Young Inspectors Report

1	2	3	4	5	6 x	7	8	9	10
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<b>Any other comments</b>
<ul style="list-style-type: none"> <li>- It would be good if the check in point told you which waiting room to go to.</li> <li>- A map would also be useful</li> <li>- It would be useful to have a sign near reception about asking for reasonable adjustments.</li> </ul>

Accessible leaflets/displays:



1	2	3	4	5	6 x	7	8	9	10
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<b>Any other comments</b>
<ul style="list-style-type: none"> <li>- I think it would be useful to categorise the display boards and include a young persons/reasonable adjustments info board.</li> </ul>

## 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



## Young Inspectors Report

### **Final comments on the surgery**

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

- A video on the website
- Young Person accessible information on boards
- More accessible way to request an appointment.

It was really nice to meet and it was useful to hear about all the changes and how you are planning to make it accessible for young people.

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