What health professionals have to do

1. Ask
Find out if a person has any communication or information needs and if so what they are.

2. Record
Record those needs in a clear way. This can be done on a computer or on paper.

3. Highlight
Make sure that a person’s needs stand out in their records.

4. Share
Include information about a person’s communication needs when sharing other information about them.

5. Act
Make sure people get information which they can use and understand.

What to do if you have a communication need?

If you (or someone you care for) needs support in accessing any of our information, or needs support when attending the hospital, please directly contact the relevant service or department. It can help to prepare for an appointment or admission to hospital.

We would like to know a little more about you when you arrive: the first things are your name, date of birth and address. Having these things written down before coming to the Trust using this communication card or your own document, can help to avoid repeating the information for the staff.

How can we best communicate with you?
Do you need to communicate using British sign language (BSL), or use a deaf/blind interpreter?

Do you communicate using an aid?
For example, a hearing aid or a talking mat

Do we need to have information available for you in an accessible way?
For example: in large print, with Easy Read documents or in braille.

What is the best way to contact you?
By email, by mobile, text phone, text messaging or supportive apps such as the Relay UK app?

Useful accessible information resources are available from the following organisations:

www.changepeople.org
www.sense.org.uk
www.actiononhearingloss.org.uk
www.rnib.org.uk

Communication Card

How I like to communicate and get information

Please fill in this form and take it to your next appointment

A useful resource adapted from CHANGE
www.changepeople.org
About me

My name is:

My date of birth is:
Date: 
Month: 
Year: 

My address is:

My appointment is:
Date: 
Month: 
Time:

How I like to communicate

I communicate using:
E.g. BSL, deafblind interpreter

I need information in:
E.g. braille, easy read

To help me communicate I use:
E.g. hearing aid, talking mat

The best way to contact me is:
E.g. mobile, email