



information

Support for patients with specific communication needs

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If you need this information in another language or medium (audio, large print, etc) please contact the Customer Care Team on 0800 374208 or email: customer.care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

The evidence used in the preparation of this leaflet is available on request. Please email patient.information@salisbury.nhs.uk if you would like a reference list.

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www.salisbury.nhs.uk

Salisbury NHS Foundation Trust

Salisbury NHS Foundation Trust wants to make sure the information you receive from us meets your needs. For some of our patients we recognise that the information may need to be in a particular format to meet a specific communication need.

You may have a specific communication need if you have problems with your sight (for example if you have cataracts, glaucoma or are blind or partially sighted), or your hearing (for example you are deaf or hard of hearing), or have learning difficulties.

What can we do to help you?

To help us to communicate with you effectively we would like to record your choice for receiving information.

Once we have recorded your needs on our system, it will help us, for example, to send you appointment letters in an appropriate format to meet your needs.

It will also help us to give you support with other types of communication. This may include e-mailing your appointments and letters, Easy Read leaflets or an interpreter for clinic appointments.

What will happen to my application for alternative communication support?

Once we receive the form detailing your communication needs we will record them on your electronic record. This way we will know that you need a letter sent in a different format or need some other form of support.

Please note that we may share this information with other health professionals, such as your GP.

Alternative format letters

If you have asked for written communication in a different format, you may get two letters sent to you about the same appointment. One will be in a standard format (size 12 font), the second one should be in your preferred format. This is because many of our appointment letters are sent out using an automated system and it is not always possible for us to remove individual letters.

What do I do now?

If you are happy for us to record this information about you please complete the form in the middle part of this leaflet and send it back to us at the address on the front of the form (no stamp is necessary). If you need help filling it in please ask a member of staff or a family member.

Please pull out the centre section, complete it and return it to:

Accessible Information Request
Customer Care FREEPOST (SCE14405)
Salisbury NHS Foundation Trust
Salisbury
SP2 8BJ

Please complete all relevant sections.

My communication needs

I confirm that I have specific communication needs and agree to the following preferences being recorded on my hospital record.

Name: _____

Address: _____

Telephone: _____

Date of birth: _____

Hospital/NHS number (if known): _____

I have a hearing impairment

I have a significant hearing impairment so I wish you to communicate with me as follows:

British Sign Language interpreter

I have visual impairment

I have significant sight problems and cannot read ordinary print so I wish to receive all written communications in the following format.

(Please select one option)

E-mail My e-mail address is:

This must be your personal email address.

(We will send you another form to complete so that e-mails can be sent to you).

Large print: font size 16 other _____

I have a learning difficulty

I have a learning difficulty so I would like to receive information in an Easy Read format.

Please note that copies of letters cannot be provided in an Easy Read format.