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**Listening and Learning Together to
Improve Patient Experience**



Two Public Meetings with members of the Deaf Community

Communication-What people told us ?

- ❖ We don't recognise communication needs
- ❖ We send letters asking people to phone
- ❖ We don't respect privacy and dignity
- ❖ We don't tell people if an interpreter has been booked
- ❖ We don't recognise the choice of preferred interpreters
- ❖ We don't recognise the additional stress that this causes
- ❖ We don't use technology to help



What did we do ?

Immediate
communication
action

- E mail
- pe@wales.nhs.uk

Identification of
communication
needs

- Form for medical records
- Increased awareness across the UHB
- Progress basic BSL for front line staff



Complaints Process

- All Wales Task and Finish group
- Meeting 1 –DVD , video upload QR code

Listening

- Develop a Focus group



Choice of interpreter

- To be collected on form and stored in Patient management system

Booking an interpreter

- To be booked in a timely way

Confirmation of booking

- A means of confirmation to know the interpreter has been booked



Started from 1st October 2018

COS-Centre of sight and sound



Started from 1st October 2018

- COS links patients with Health Professionals
- DAISY -Digital Access Interpreting system
- Access interpreters using Skype
- Bevan Exemplar project

Working with GP's

We have worked with 2 GP Surgeries training.

1 in Cardiff

1 in the Vale of Glamorgan.

We set up some BSL training for the staff.

We will now make a film that we can put on You Tube for GP's staff to use.



On going training

A programme of Basic BSL training commencing in December 2018 with 120 staff in total

Meet and greet volunteers

Information centres

Simple phrases in BSL

On line level 3 training available for staff who wish to use it

Use of the information screens-things in BSL, subtitled and audio where possible

Stories from patients



BSL Charter

In May the Health Board will join with the Deaf Community to sign the BSL Charter

- 1. Ensure access for Deaf people to information and services**
- 2. Promote learning and high quality teaching of British Sign Language (BSL)**
- 3. Support Deaf children and families**
- 4. Ensure staff working with Deaf people can communicate effectively in BSL**
- 5. Consult with the local Deaf community on a regular basis**



