

IMPROVING COMMUNICATION AND ACCESSIBILITY FOR DEAF PATIENTS AND FAMILIES

Victoria Wallen

Head of Patient Experience

Barking, Havering and Redbridge
University Hospitals NHS Trust

Twitter: @victoriawallen
@BHR_hospitals



WHAT WERE THE DEAF COMMUNITY TELLING US?

We didn't always communicate very well

Didn't always provide appropriate support for patients – luck rather than design

Didn't make it easy for the deaf community to communicate with us

Staff often had a lack of knowledge about what was available and how to communicate with deaf patients



Didn't always consider their needs

Didn't always make reasonable adjustments

FIRST STEPS TO MAKE CHANGES...

Deaf patient access group – deaf representatives from all 3 feeder boroughs



London Borough of

Redbridge



Co-production of working plans to identify priorities

PRiORiTiES

- 1.
- 2.
- 3.



WHAT HAVE WE CHANGED...

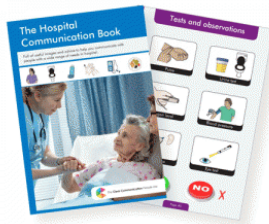
Deaf awareness training accessible to all staff and volunteers



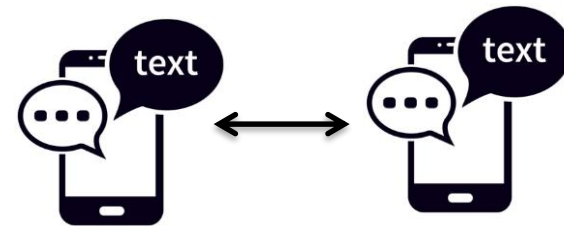
“Top tips” deaf awareness video and poster



Review of the hospital communication book



Commissioned a two-way text alert system



WHAT HAVE WE CHANGED...

Complete review of the outpatient department which hosts audiology



Improved alert function on our patient administration system



Improved out of hours provision for accessing BSL interpreters



WHAT IMPACT HAS THIS HAD ON DEAF PATIENTS AND FAMILIES?

Patients have an improved relationship with named individuals who they can communicate with directly

Patients can request or confirm that their support needs have been considered and actioned before appointments or visits

Staff feel more confident about identifying patient needs and responding appropriately

Deaf community are aware of what is available at our hospitals and ask for it!

QUALITY MARK – ACHEIVEMENT

- On 1st March 2017, Queen's Hospital which is part of BHRUT became the first hospital in the country to achieve the Royal Association for Deaf People Quality Mark for being a deaf-aware hospital
- During March 2017, King George Hospital which is also part of BHRUT will have their assessment and hope to become the second hospital in the country to achieve the quality mark for being a deaf-aware hospital



WHAT'S NEXT...?

what's next?

Visually-impaired patient access group set up and first work plan produced

Reviewing arrangements for deaf patients requiring surgical procedures