

Transforming access for the d/Deaf community

Warrington & Halton Teaching Hospitals NHS Foundation Trust

PEN Awards Finalist 2025



Working
Together



Excellence



Inclusive



Kind



Embracing
Change





**Warrington and Halton
Teaching Hospitals**

NHS Foundation Trust



Background



**2022 Healthwatch report: only 5%
interpreter access**

Patients reported exclusion and barriers

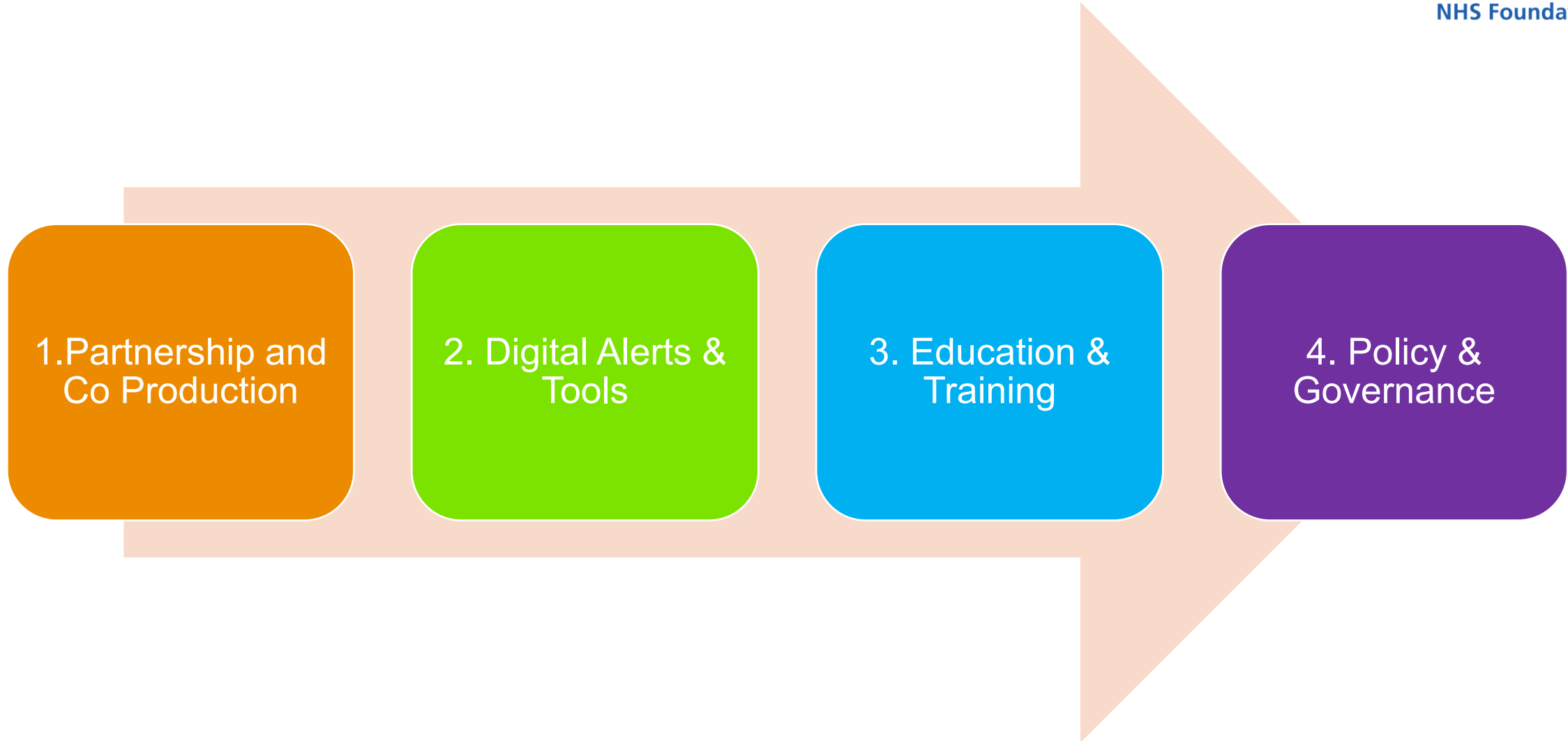
Trust committed to urgent improvement

It is the right thing to do

Approach



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1. Partnership and Co Production

Process mapping

- Ensuring communication support requirements through the patient journey

Quarterly outcome **reviews** with community by attending the local Deaf Club

- Testing ideas with the local Deaf community – does this work?
- Feedback incorporated into action plan updates

Collaboration with Deaf Advocacy Services

- Open lines of communication

2. Digital Alerts & Tools

Patient alert to identify communication support requirement

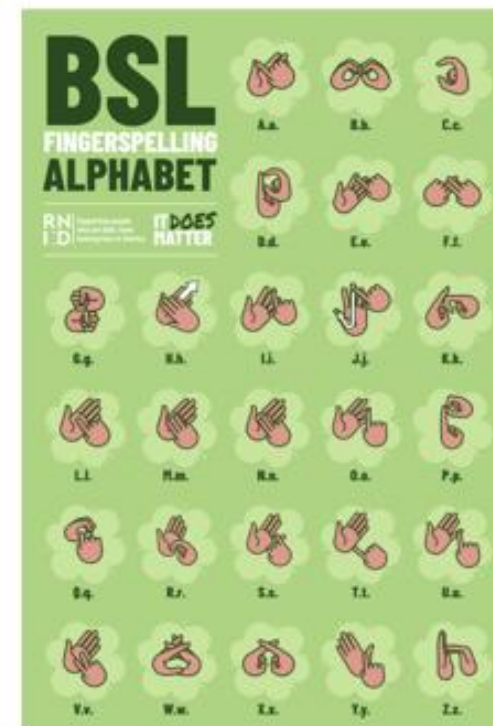
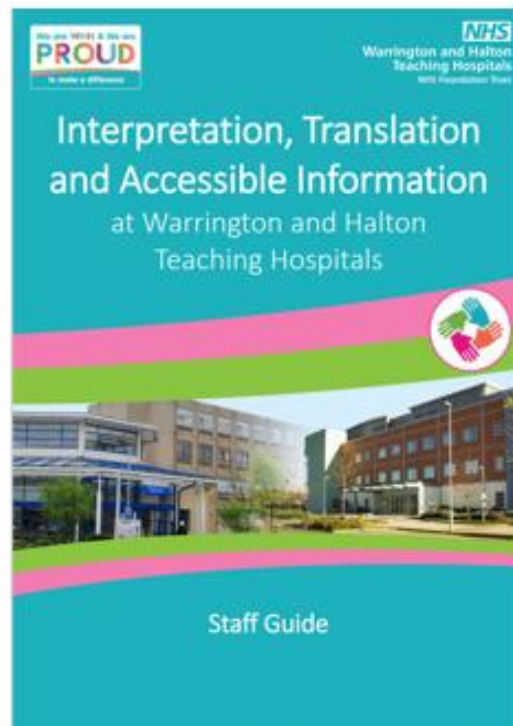
Staff alert to inform of d/Deaf **patient admittance**

Audit of patient admittance against requirement of interpreter and **fulfilment**

Monitored through **d/Deaf tracker** and **dashboard**

Patient Information Screens sharing rights to **Accessible Information Standard**

3. Education & Training



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Education

Supporting national events such as:

- Deaf Awareness Week
- Sign Language Week
- National BSL Day

Trust workspace on intranet:

- Policies/Guides/Toolkits

Training:

- BSL Level 1 courses
- Sign of the week
- Adding a Lorenzo alert training

4. Policy & Governance

Interpretation
and Translation
Policy

Accessible
Information
Standards Policy

Health
Inequalities

Patient
Experience and
Inclusion Sub
committee

Quality
Assurance
Committee

Trust Board

Experts by
Experience

d/Deaf
Community

Advocacy
Service

Interpretation
and Translation
Services

Integrated Care
Board

Royal National
Institute for Deaf
People

Results & Impact



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**Interpreter use ↑ 50%
in one year**

**87% patients supported
with interpreters (vs 5%
baseline)**

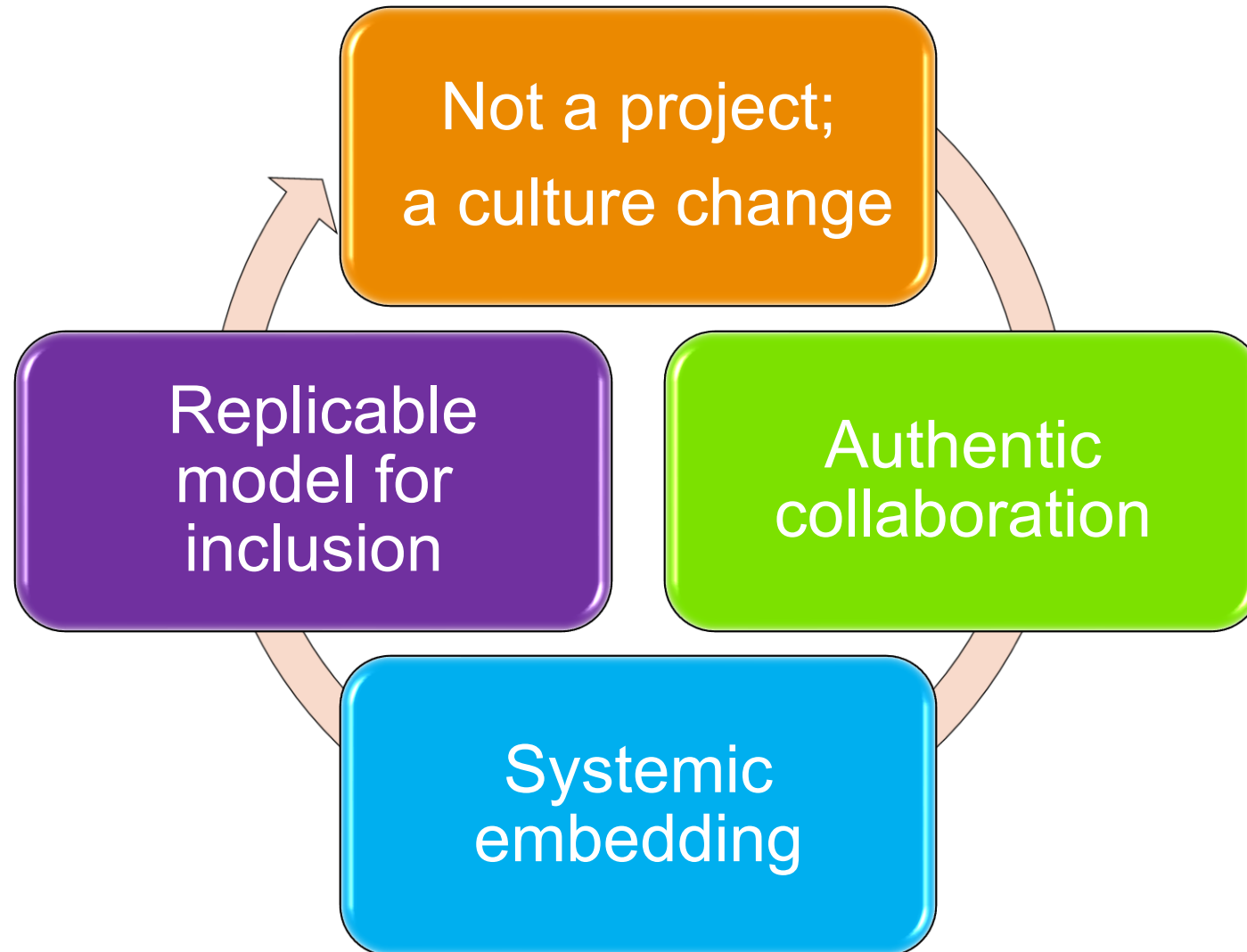
*“For the first time, I feel
understood when I come
to hospital”*

“This was three years ago, and we have been working with them ever since. Our experience of working with Warrington & Halton Hospital Patient Experience and Inclusion Team has been very positive. We have found them to be accessible, approachable and quick to resolve any issues, ensuring that deaf people are getting the support they need.

We have seen vast improvements in the support provided for Deaf people. The team at Warrington & Halton hospital have even met our members at their Deaf club to listen to their feedback and concerns. The team are always open to suggestions but importantly are very proactively including Deaf needs in any new initiatives”.

Janet Hennesey, Signing Solutions

What Makes Us Stand Out



**We don't just treat patients;
we see the person in the patient,
this is inclusion in action**

