



Improving the patient experience for patients who are D/deaf and hard of hearing

September 2022



Background

2021 Focus group hosted by deafPLUS and Barts Health revealed that patients felt:



Accessible



Confused



Support



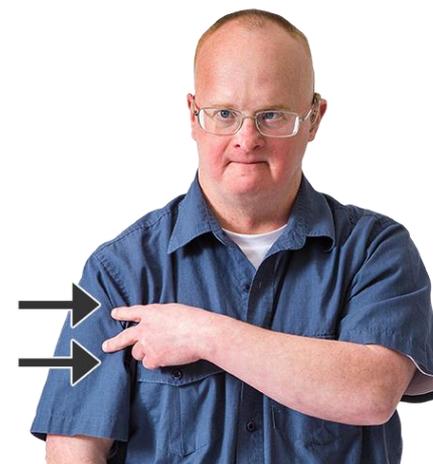
Recommended actions



Accessible
Information
Standard



Communicate



Staff



Accessible Information Standard (AIS) Reminder

Making health and social care information accessible



AIS for people who are deaf or hard of hearing:

Patients, service users, carers and parents with a disability, impairment or sensory loss should:

- Be able to contact, and be contacted by, services in accessible ways: email or text message.
- Receive information and correspondence in formats they can read and understand: ensuring simple language, have BSL versions of patient information leaflets, website materials and patient letters.
- Be supported by a communication professional at appointments: BSL interpreters.
- Get support from health and care staff and organisations to communicate, for example to lip-read or use a hearing aid.'

Before a patient visits us



1. Referral



3. Recording



2. Recording

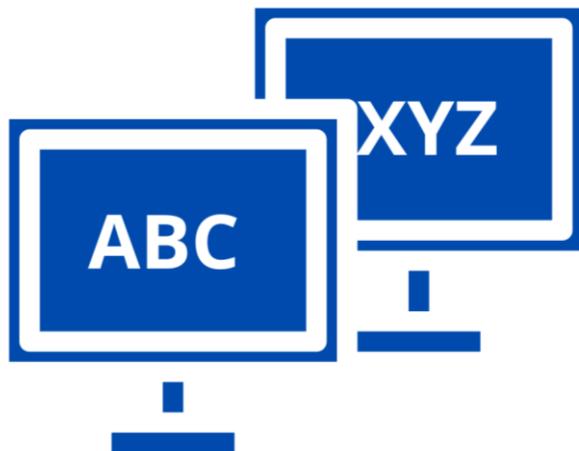


4. No alert system to staff when booking or prior to visits

Before a patient visits us



5. System unable to create easy-read or letters in other formats



6. Patient record viewing screens are different for different staff members

What have we been doing since the focus group in 2021?

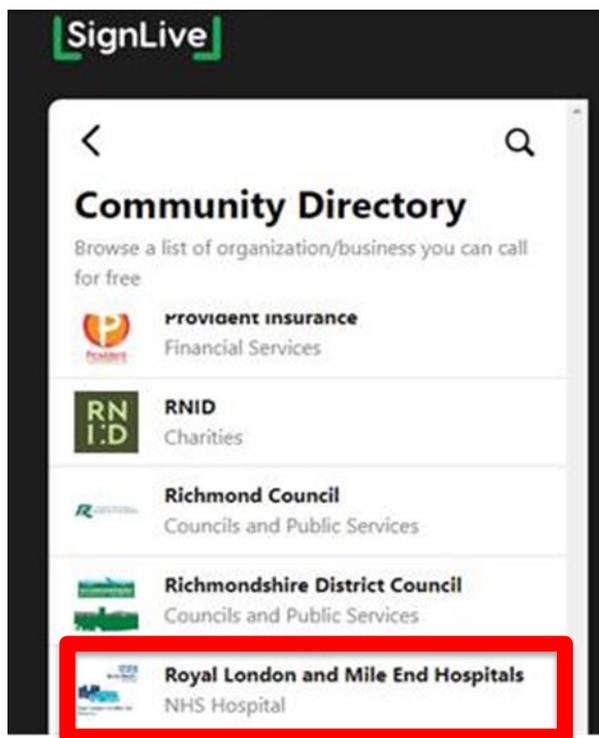


Communicate



1. 1/9/22 new inbox went live
bartshealth.helpfordeafandhoh@nhs.net

2. Added to the SignLive Community Directory so patients can communicate with us via BSL



3. Launched chatbots for the website – Appointments, Maternity



Barts Health
NHS Trust

Appointments

This might be your first appointment, or you might attend regularly. Either way, we know visiting a hospital can be a stressful experience. We want to do our best to make you feel at ease and help you understand what may happen during your appointment.

A group of staff made up of doctors, nurses, therapists and support teams will look after you. They are here to make your stay as safe, compassionate and caring as possible. Don't be afraid to raise concerns or to ask questions. Our staff are well trained to support you throughout your visit and respond to any queries.

Your appointment

- [Change or cancel an outpatient appointment for yourself](#)
- [Change or cancel an outpatient appointment for someone else](#)

Useful links

- [Information about using our services during the Covid-19 pandemic](#)
- [Information about non-urgent appointments at Barts Health \(pdf format\)](#)
- [What happens when you're referred by your GP to see a specialist](#)

Our services

Postponed appointments - numbers for urgent enquiries

More information

- Find out more about your outpatient appointment
- Find out more about your inpatient appointment
- Find out how to change or cancel an appointment for yourself or somebody else

Barts Health NHS Trust
Back tomorrow at 9:00 AM

Hi, Welcome to The Royal London and Mile End Hospitals central appointments service

So we can ensure we get you to the right team, please select what type of appointment you want to discuss.

- Cardiology appointments
- X Ray and Scan appointments
- Therapy appointments
- All other appointments

Enter your message...

Start Support Call

Your name

e.g. JohnSmith

Topic

Please select from the dropdown

- Please select from the dropdown
- I am enquiring about my blood results
- I am enquiring about my first appointment
- I am running late/ would like to change my appointment
- I would like information about my scan appointment

Start Chat

Powered by [Vocoll Live Support](#)

4. Investigating inserts to outpatient letters



Deaf

If you are deaf



Or have a hearing impairment



Support

And need help and support with your appointment



Time

For example, to change the time of the appointment



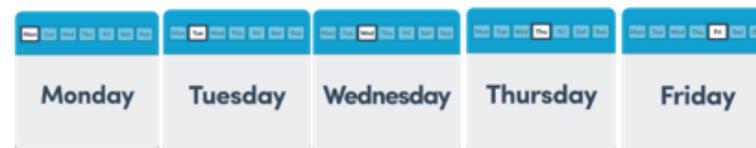
or make to find out if a British Sign Language Interpreter is booked



email Bartshealth. HelpforDeafandHoh@nhs.net



We will reply to you in our opening hours: Monday – Friday, 9am to 5pm



You can also contact us in BSL by using [SignLive](https://www.signlive.co.uk) (free service). This has the same opening times, Monday – Friday, 9am to 5pm

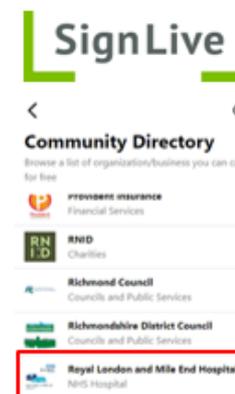
How to use [SignLive](https://www.signlive.co.uk)

You can either use [SignLive](https://www.signlive.co.uk) on a web browser or download the [SignLive](https://www.signlive.co.uk) app for Android or iOS.

You [have to](https://www.signlive.co.uk) create an account the first time you use [SignLive](https://www.signlive.co.uk). so [SignLive](https://www.signlive.co.uk) staff to call you back if they need to.

What you need to do

1. Visit www.signlive.co.uk or download the [SignLive](https://www.signlive.co.uk) app which is available for Android or Apple devices.
2. Sign in or create an account
3. Select Royal London and Mile End Hospitals from the Community Directory
4. You'll be connected to an interpreter who will relay the call through to a member of our team.

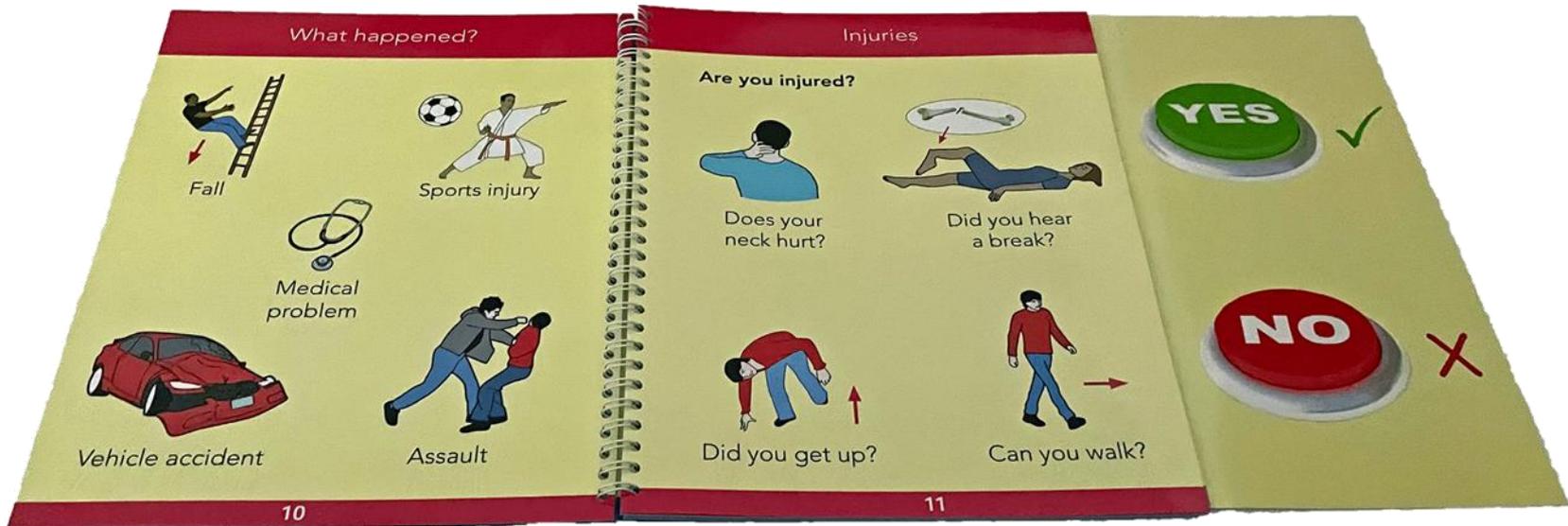


If you have any problems using [SignLive](https://www.signlive.co.uk), email hello@signlive.co.uk

5. Emergency ipad for relay interpreting



6. Introduced communication (picture) books



7. Created internal Weshare page and external page

Coming to hospital if you are deaf or hard of hearing

Coming into a hospital can be stressful and worrying for all patients and visitors. We know that there are added communication barriers for people who are deaf or hard of hearing. We want to make sure our deaf and hard of hearing patients get the healthcare they need and most importantly the care and support communicated in a way that they need. We offer face to face British Sign Language(BSL) interpreting and relay video BSL via [SignLive](#).

Email address to go live at The Royal London and Mile End

We want to make sure you get the best healthcare and have the easiest experience you can have.

Following feedback, we are trialling a dedicated email address from 1 September at The Royal London and Mile End hospitals so that you have one point of contact about your care, or any other questions or queries. [Get in touch](#).

Specialist help and support

Contact The Royal London or Mile End in BSL

Improving your experience with patient groups

Patients who are deaf or hard of hearing

Deaf people have poorer access to health services, communication in consultations, and access to health information. This leads to poorer diagnosis and treatment/ management of conditions and has consequences for patient's physical and emotional health. Our job is to make reasonable adjustments, so that people who are deaf or hard of hearing can expect high quality, safe care and a good experience.



Contact for British Sign Language (BSL) teaching and staff support

If you can use and interpret British Sign Language (BSL), would like to go on a deaf awareness course or are already involved in work related to this project and would like to join us please email [Emma James](#).

British Sign Language (BSL) 

How many people are deaf or hard of hearing? 

What can I do to help deaf or hard of hearing patients? 

8. Delivered reminder posters on how to download and use SignLive



British Sign Language (BSL)

Every area should have access to an ipad for British Sign Language interpreting.

Call the Site Management Team on 45678 in urgent situations if you cannot find one or download SignLive to a Trust device.

PC or laptop: (will need a camera) visit www.signlive.co.uk
Smart phone: download the SignLive app

Login: parveen.khan4@nhs.net
Password: london1970!



Search "advocacy" on Weshare to get any new passwords or instructions or email bartshealth.healthadvocacyenquiryonly@nhs.net

9. Easy read patient surveys

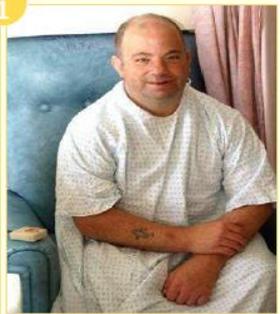




Patient Survey

To answer the questions, please circle the green yes or red no

1



If your friends and family had to come into hospital, would you say this was a good ward?



Yes



No



The NHS Friends and Family Test

The hospital you visited was called: The Royal London Hospital

The ward you stayed on was called:

1. Would you want your friends and family to come here if they were ill?

Please tick the box you most agree with



Yes



No



I don't know



Coming up:

- Due w/c 12/9/22 - BSL videos which interpret our external website page and share information about the website pilot.
- Due w/c 12/9/22 – Food and drink keyrings for inpatient wards and day-care areas.



- Identify how to use outpatient letters to raise awareness of the pilot
- Outpatients have ordered assisted listening devices for patients who arrive without their hearing aids/devices are broken.

NHS

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Support for

d/Deaf and hard of hearing patients.



Committed to making sure you get the healthcare you need.

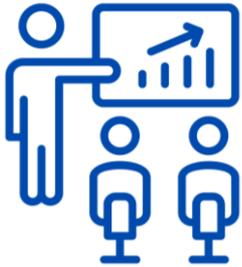


Visit our page to see how we can support you.

How you can help the project:

SignLive

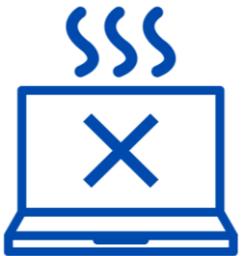
- Download SignLive onto your phone and be a champion for raising awareness of this technology



- Support the releasing of staff for deaf awareness training



- Think about where we can find budget for the project when unexpected costs appear – interpreting videos, extra letters into outpatient letters

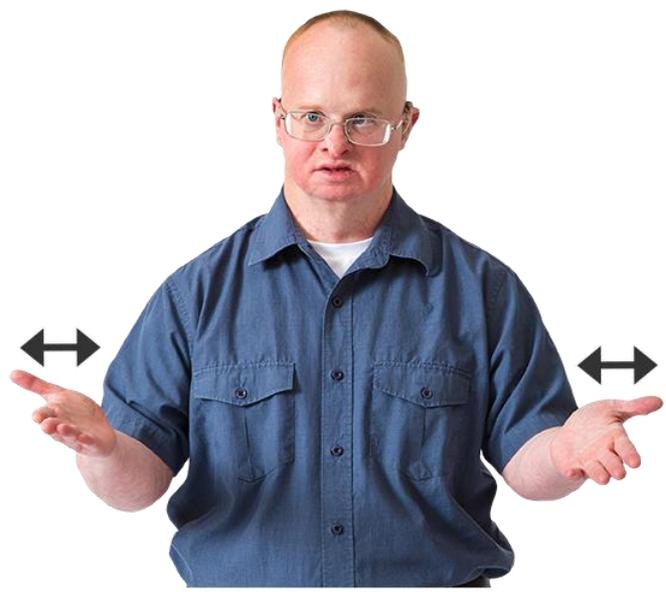


- Start to think about long term solutions to IT barriers –patient record functionality, what our outpatient letter system can do, hearing loop technology

What are your questions and comments?



What?



Where?



Why?

- Deliver spare hearing aid batteries to all wards and outpatient/daycase/ed areas

- We have a proposal plan with an estimated cost, target staff groups, preferred supplier and are waiting for an identified funding source

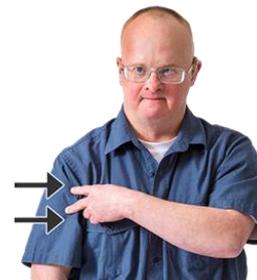
- Create a more formal patient user group

- Book BSL interpreters to RLH/ME Patient Panel meetings

- Identify BSL interpreters who work for the hospital and have a list of names and contact numbers on WeShare

- Plan a post-pilot focus group with Deaf Plus

- Sign up to the RAD (Royal Association for Deaf People) BSL Charter – In line with Barking, Havering and Redbridge University Hospitals NHS Trust



Staff



- Look at long term IT investments
 - 1) Hearing loop technology
 - 2) Screens with patient's names in OPD areas
 - 3) Buy more ipads/tablets so that every area has access to one/ replenish those that were lost during COVID on the wars

- Apply to the Friends of the Royal London Hospital Charity to update and modernise the inpatient headboards so that we can share how to meet the patient's needs via writing on the boards or with magnets

