



**Mersey and West Lancashire
Teaching Hospitals**
NHS Trust

There may be students and observers present during your consultation as part of their ongoing training. Please let the staff know if you do not wish any students to be present during your attendance

Please ask a member of staff if you would like a chaperone present during your procedure.

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

St Helens Hospital
Marshall Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Southport & Formby Hospital
Town Lane, Kew,
Southport, Merseyside,
PR8 6PN
Telephone: 01704 547 471

Ormskirk Hospital
Dicconson Way, Wigan Road,
Ormskirk, Lancashire,
L39 2AZ
Telephone: 01695 577 111

www.MerseyWestLancs.nhs.uk

Communication support for people with disabilities

(Accessible Information Standard)

**If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.**

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

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Department: Quality and Risk
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What is the Accessible Information Standard?

Do you, or someone you care for, have a disability and need help to communicate with hospital staff or to read/understand the information we send to you?

The Accessible Information Standard was introduced to make sure that providers of health and social care services have systems in place to identify and meet a patient's additional communication or information needs.

Organisations must:

1. **Identify** the communication and information needs of those who use their services
2. **Record** the communication and information needs they have identified
3. Have a consistent **flagging/alert** system so that when a member of staff opens the individual's record it is immediately brought to their attention if the person has a communication or information need
4. **Meet** the patient's communication and information needs identified
5. **Share** the identified information and communication needs of the patient appropriate.

For us to be able to provide for your communication or information needs you need to **tell us** what they are.

You can tell us:

How you communicate eg British Sign Language, Makaton etc.

What you need to help you communicate eg hearing aids, an interpreter or a personal listener etc.

How you need us to provide you with written information eg braille, large print, easy read.

What is the best way for us to contact you eg phone call, text message, email or letter.

How can you tell us what your needs are?

There are several ways you can tell us what you need by:

- Telling someone from the appointments team when you are booking an appointment with us
- Telling a member of staff when you arrive in a clinic or the Emergency Department
- By telling the receptionist or nursing staff when you visit the hospital
- By contacting the Head of Patient Inclusion and Experience or the Patient Experience Manager (contact details overleaf)
- By completing a communication webform on our website

Once you have told us exactly what your needs are and what we need to do to support you, an alert will be placed on your electronic patient record that will appear each time a member of staff opens your records, this will enable us to meet your needs.

At our reception desks if you need a BSL interpreter you can also pick up one of our patient communication cards, to show to staff when booking appointments or are a patient on one of our wards.


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I am Deaf

British Sign Language is my first language

I must have a BSL interpreter for ALL attendances at the Trust

Details of how staff book a BSL interpreter at Mersey and West Lancashire Teaching Hospitals are shown overleaf.