

## **WIDOPEN MEDICAL CENTRE Accessible Information Policy**

The practice aims to ensure that disabled people have access to information they can understand and the communication support they may need.

### **Key requirements**

1. Ask patients and carers if they have any information or communication needs, and find out how to meet their needs
2. Record those needs in a set way
3. Highlight a patient's file, so it is clear that they have information or communication needs, and clearly explain how these should be met
4. Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so
5. Make sure that people get information in an accessible way and communication support if they need it

### **Our commitment to you**

- a) We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.
- b) We want to know if you need information in braille, large print or easy read.
- c) We want to know if you need a British Sign Language interpreter or advocate.
- d) We want to know if we can support you to lipread or use a hearing aid or communication tool.
- e) Please tell the receptionist when you arrive for your next appointment, or call us on 0191 2362115 between 8:45am and 18:00pm.

### **Ways we can help – just ask a receptionist**

- 1) We can offer you a longer appointment
- 2) We can register you for access to online appointments and repeat medication
- 3) Large font letters
- 4) Text messages
- 5) Special notes on your record by using "patient plan"
- 6) We can book you an interpreter (please allow 7 working days for this)