



Wakefield & District
Society for Deaf People

**I am deaf; hard of hearing;
deafblind**

**Communication support is necessary
for me to get the right healthcare**

- Book communication in the format I request as soon as possible, through your chosen agency
- Make a longer appointment time
- Ensure an agreed method of contact e.g. email to text SMS
- Don't just call out my name make sure I know when it's my appointment time
- Face me when speaking, ask simple clear questions, ensure I understand and answer
- If you refer me on please pass on this information

Your Legal Responsibility

Equality Act 2010

You have a duty to make reasonable adjustments for an individual who is at a disadvantage due to their disability, in this case providing communication support.

Accessible Information Standard 2016

Health & Social Care Organisations are legally required to follow the Accessible Information Standard. People who have a sensory impairment have a right to access information so that they can communicate effectively with health & social care services.