

deaf or hard of hearing patients?

how to make your surgery a friendlier place

- **Ask how your patient would like to be alerted** when it's time for their appointment. They may not hear their name being called out.
- **Eye contact** is important. Make sure they can see your face before you speak.
- **Speak clearly** but not too slowly.
- **Don't shout.** It distorts your lip patterns and can look aggressive.
- **Check the patient has understood you.** Take time to clarify details.
- **Make sure they understand what is being prescribed** and know how to take their medication.
- **Don't just keep repeating yourself.** If your patient can't follow what you've said, **try saying it in a different way.**
- **Write things down if necessary** - use plain English and clear handwriting.
- If you're talking to a deaf person and a hearing person, **don't just focus on the hearing person.**

good communication means better healthcare

for more information contact our Information Line:

Telephone: 0808 808 0123

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Changing the world for deaf and hard of hearing people