Information for Deaf and Hard of Hearing Patients

Information for patients

www.eastcheshire.nhs.uk

@eastcheshirenhs

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Hard of Hearing?
If you can see the sign for an induction loop or amplified telephone, switch your hearing aid to loop, or adjust the volume if the aid has volume control.

Tell members of staff how they can help you.

Loop systems
There are permanent or portable induction loops at reception desks throughout the site. These are tested regularly.

If you need to use a loop or hand-held communicator during your visit or whilst staying in hospital, please ask the staff caring for you or contact the Customer Care Team on 01625 661449 or textphone 01625 663723 or email Customercare.service@echeshire-tr.nwest.nhs.uk.

Intercom Systems
Some of our wards have intercom systems at the entrances for security reasons. To gain access if you cannot hear staff speaking to you via the intercom, please press the buzzer three times in rapid succession and staff will come to assist you.

Interpreting services
We are able to provide British Sign Language (BSL) interpreters, people who are hard of hearing can have a lip speaker or a note taker. Please let us know if you require an interpreter at least two weeks before attending hospital. Details of how to contact us are on the back of this leaflet.

SignTranslate
This is a web-based interpretation system in use in Macclesfield Outpatients Department. Please let us know if you would like to use this.

Telephone systems
The following telephone systems are available for Deaf/hard of hearing patients:

Text Relay
Phone 0870 240 5152 to be connected to the relay assist operator who will ask for the number you wish to dial including the area code.
Text phones
If you cannot hear or speak through an ordinary telephone you may decide to use a text phone. It is like a telephone with a small keyboard and screen. Instead of speaking, you type in what you want to say. Then, by inputting a text phone number, your message is relayed down the telephone line and appears on the screen of the person you are calling. We have a text phone in Customer Services – 01625 663723.

Other ways we can communicate

Vibrating and flashing coasters
These are used in Outpatient clinics, the Endoscopy and Treatment Unit and the Macmillan Cancer Centre. They help you to be aware when your name is called out, as they flash and vibrate.

Written information
There are patient information leaflets available on most subjects. Please ask if you can’t see what you need.

Useful hints to ease communication
- Tell a member of staff your needs, ie need to lip read, or sign, or if you are a hearing aid user
- Ask them to look at you when they speak
- Try to make sure that you sit with the light behind you
- Carry spare hearing aid batteries
- Ask for things to be written down if it helps
- Repeat back information to make sure you understand it
- Ask staff to speak a little slower and louder than usual
- Ask for an Ear sticker to be put on your notes and a note made on the computer.
- You can also ask for an ear sign to be put on the board behind your bed if you are an inpatient.

How to contact us
For more information about the services available, how to access them, or make a comment on these facilities, please call a member of the Customer Care Team. Full details are on the back page.

If you would like to email us to change an Outpatients appointment please email us at ecn-tr.OutpatientAppointments@nhs.net.

The Disability Information Bureau (DIB) is available or help and advice regarding benefits advice, aid and equipment.
We welcome any suggestions you have about the quality of our care and our services.

Contact us:
Freephone: 0800 1613997
Phone: 01625 661449
Textphone: 01625 663723
Customer Care, Reception,
Macclesfield District General Hospital, Victoria Road,
SK10 3BL

For large print, audio, Braille version or translation contact Communications and Engagement on 0800 195 4194.

Deafness Support Network (DSN) provides a specialist social care service for people of all ages and all forms of hearing loss across Cheshire. Services include practical information and advice on all aspects of hearing loss including equipment, social care support, Lip Reading and BSL classes. Contact: Deafness Support Network on 01625 220066
27 Bridge Street, Macclesfield, SK11 6EG or log onto www.dsnonline.co.uk Email: dsn@dsnonline.co.uk

Comments, compliments or complaints

We welcome any suggestions you have about the quality of our care and our services.

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Admission information
The trust accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way the loss or damage may occur, unless deposited for safe custody.

Please leave valuables at home. If you need to bring personal items that are expensive, for example micro hearing aids, please be aware that you do so at your own risk.