Meeting your support needs
Help us meet your needs

When you register with a GP or are referred to a hospital or clinic, you will be asked to provide information about yourself. This might include information about the best way to communicate with you, or information about any specific support needs you may have.

Some examples of the kind of support you may need include:

- **communication support**
  - a British Sign Language or alternative language interpreter
  - a written translation
  - other support with understanding information
  - alternative formats (Braille, Easy Read, Large Print)

- **help with getting in, around and out of buildings**

- **care from staff of a particular gender** to reflect cultural preferences or religious needs

- **a quiet place for prayer (or reflection)** during an in-patient stay in hospital

- **particular food** during an in-patient stay in hospital if you have special dietary requirements.

These are just examples – you may have other support needs that you feel would help us to help you use our services and to ensure that you receive patient-focused care.

We can only help you if you tell us about the type of support you need from us.
Where, when and how will you be asked to provide this information?

Where and when?
You may be asked to provide this information when visiting a:

• **GP practice** – for example when registering or during subsequent visits
• **hospital or clinic**.

You may also be asked for information about your needs and preferences when you attend a hospital or clinic.

If we need to refer you to hospital, either as an in-patient or an out-patient, we may need to double check that the information we already have about your support needs is up to date.

With your consent, we will pass that information to the hospital or clinic. This is so that they will know how best to meet your individual needs and provide the best quality health care for you.

How?

You will be asked to give us this information by completing a form or in another way that suits you.

Our staff will arrange communication support for this if necessary.

It is your decision whether or not to provide information, but we encourage you to do so. It will allow us to provide the support you need to use our services and receive the best quality care. Your information will help our staff to meet your individual needs and ensure that you have a positive healthcare experience now and in the future.
Your questions answered

Will the information about my needs be kept confidential?

Only GP practice and hospital staff involved in arranging your health care will have access to the information you provide about your needs. They will only share this information with people who need to know – for example the person booking your appointment and the doctor, nurse or other healthcare worker involved in your direct care.

What if my needs change?

Simply speak to the GP practice or hospital staff responsible for your appointments or direct care. They will update information about your current support needs on their recording system.

If you are an NHS patient, there will be no extra charge for the support we provide.

If you need help to understand this leaflet or obtain more information, or if you have more questions, please speak to GP practice or hospital staff. They will be happy to talk to you.

We are happy to consider any support you may need to help you to understand this information or to provide it in a different language or format. Please contact Anna-Maria Kaczmarek on 01463 704918 or anna-maria.kaczmarek@nhs.net for further information.