

Hillingdon Hospital

You said...

There are problems with the hospital booking BSL interpreters:

- You have to book an interpreter 2 or 3 weeks ahead of an appointment. This makes emergency situations difficult.
- It is a problem when patients' children are asked to interpret.
- Bookings are only for 2 hour slots so there can be problems if appointments are delayed.

There should be deaf awareness training for hospital staff as well as about other disabilities.

We did...

The hospital uses a company to provide translation and interpretation and it is the only company we can use.

The service must be booked ahead of time and it is charged by the hour, which is why we need to know in advance.

As the service must be booked ahead of time it may not be possible to book an interpreter for emergencies, for example, if someone goes into A and E.

Training for staff to help people with hearing difficulties can be looked into. It could be added to other training.

The hospital will need to look into this but we need to think about where it would fit in as there is a lot of training happening. Also, it is most important that we put on the training that we **must** provide first and then look at the training we would **like** to do.

You said...

Signage could be improved by:

- Putting it in different places,
- Making it Easy Read and,
- Providing Braille signs.

Patient and hospital information should be available in Easy Read including letters and information on the website.

We did...

Signage has been replaced in the hospital trust in the last year. People have commented that it is much clearer.

We will need to confirm about whether or not we can provide Braille signs.

Easy Read information can be accessed on the Hillingdon Hospital Internet page.

If patients are known to the hospital as having a learning disability, Easy Read appointment letters are sent.

Thank you again for your feedback.