KT Healthcare

Accessible Information and Communication Support

KT Healthcare

TELL US WHAT YOU NEED

We want you to understand information about your care and communicate with us in the way that works best for you. Please tell us if you need information or support in a different way.

How we can help

We will work with you to provide information in a format you can access and understand.

- Easy read
- Large print
- Audio
- Email or text message
- British Sign Language support
- Support from an advocate or communication professional

We can also allow more time for an appointment when this helps you communicate. If there are any other formats you require, please let us know.

What happens when you tell us

1. **We ask.** We ask whether you have information or communication needs.
2. **We record.** We write your needs clearly in your health record.
3. **We flag.** We make the information easy for our staff to see.
4. **We share.** With your consent, we share your needs with other health or care services involved in your care.
5. **We meet.** We provide information and communication support in the agreed way.
6. **We review.** We check that the information is still correct and update it when needed.

You can ask us to check or change your recorded communication needs at any time.

Support at appointments

Interpreters

Please tell us as early as possible if you need a British Sign Language (BSL) interpreter or other communication support.

If you need language support, we will aim to arrange a clinician who speaks your required language. If this is not possible, we will provide a professional interpreter.

To ensure clear communication, confidentiality and patient safety, we do not normally ask family members or friends to interpret during clinical appointments.

Consent and decisions

We must explain your care in a way you can understand. Needing communication support does not mean that you cannot make your own decisions.

When needed, we will arrange an interpreter or other support before treatment starts. In an emergency, staff will act in your best interests, keep you informed as far as possible, and record what happened.

Ask for support

Contact KT Healthcare and tell us:

- what information or communication support you need
- the format or contact method that works for you
- whether you need support at an appointment

Phone: 0333 004 7700

Email: office@kirsoptaylorhealthcare.com

Post: KT Healthcare, First Floor, Unit 2 – 3, Block B, Southern Gate, Chichester, West Sussex, PO19 8GR

If something is not accessible

Please tell us if information is hard to read, understand or use. You can ask for it in another format. You can also make a complaint or give feedback using the contact details above.

We are committed to meeting the communication needs of all patients. This includes providing reasonable adjustments for people with disabilities, impairments or sensory loss in line with the NHS Accessible Information Standard, as well as arranging interpreting services for patients who need support communicating in a language other than English.

This page summarises the KT Healthcare Accessible Information Policy. If you would like to see the full policy, please contact us to request a copy.