

There are four key questions that you should ask

What is the best way to contact you?

You could be asked for things like:

- Text message/SMS
- Email
- Letter

What format do you need information in?

You could be asked for things like:

- Standard print/font size
- “Easy Read”
- Large print
- British Sign Language video or DVD

Do you need a communication professional for your appointments?

You could be asked for things like:

- A British Sign Language Interpreter
- A Communicator Guide
- A Notetaker

Are there any other ways we can support communication?

You could be asked:

- To speak slowly, clearly and without jargon
- To face the person and get their attention before speaking
- To let them know when they are being called for their appointment