



RNID Resources for healthcare professionals

CONTEXT: IMPROVING ACCESS

RNID have been running a campaign to improve access to NHS care for people who are Deaf/deaf/Hard of hearing. The [*Still Ignored*](#) campaign has surveyed patients to find out practical things that would make a real difference for them. They have highlighted 3 practical things that every healthcare practitioner can do, now, as part of their everyday practice:

- Always ask your patients what their communication needs are. *(2/3 of deaf/Deaf/HoH patients report that they've never been asked)*
- Book support (eg interpreters) when the patient books the appointment *(on the day is too late)*
- Always check whether someone has understood – throughout your conversation and before they leave

PRACTICAL HELP FOR HEALTH CARE PROFESSIONALS

RNID have now designed some resources to help health care professionals and settings to introduce these 3 steps into their workplace. The resources include:

- Visual prompts to use in the workplace
- A patient story video (Caitlin) – perhaps for a CPD or staff training event
- Practical advice and guidance resources (information) with top tips and examples to use

Click on the image above to download this set of resources from RNID to have a look

HOW THE NETWORK CAN HELP

RNID are now looking for feedback from you – working healthcare professionals – on these resources. They are inviting network members to have a look at the resources and send them feedback on your thoughts and ideas: what would you find helpful, what would you want to change? The link to complete the form is here:

https://forms.office.com/Pages/ResponsePage.aspx?id=kt0CAr-G70OYMT6QzZBaWSdS4hDB_hlBqcNVSu0e9cRUQkUxWE00VjYzS0RZUFc4RlcyS1RFR1JYTCQIQCN0PWcu

The Network is also interested to hear from you! Perhaps these resources are inspiring you to think about how you could hold these discussions in your own workplace. Maybe host a deaf awareness event with a difference – where you watch the video of Caitlin's story together and talk about what you could do, together, as a team? Maybe you want to look at the visual prompts together, and send a collective response back to RNID?

The Network Leadership Group are keen to think about how we can best support you to run practical events, in your own workplace, that make a real difference for the everyday problems you are experiencing. So if these RNID resources inspire you to start thinking about doing just that, do get in touch so we can learn with you too!