

Ensuring all Deaf BSL users experience effective communication with the Trust

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About the quality improvement



Ensuring all Deaf BSL users experience effective communication with the Trust

My project aim is for 100% of Deaf BSL users to experience good quality 2-way communication in all of their dealings with the Trust.

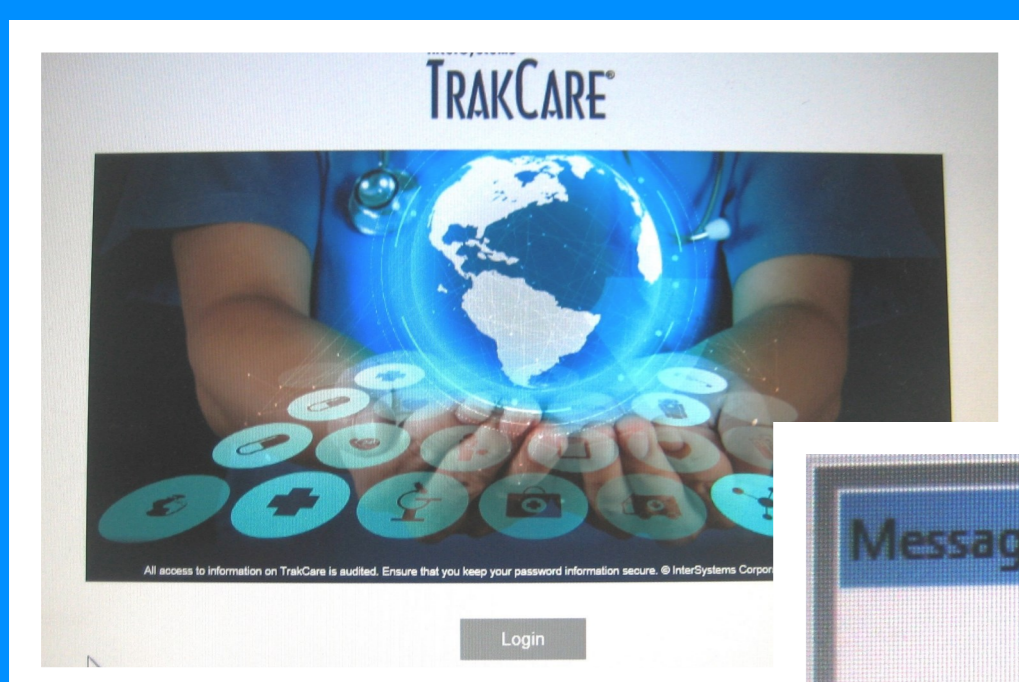
Elements of this will be achieved by the end of November 2017 (within 6 months of the start of the project, whilst other aspects will take up to a year to implement and embed into the Trust's systems and processes.



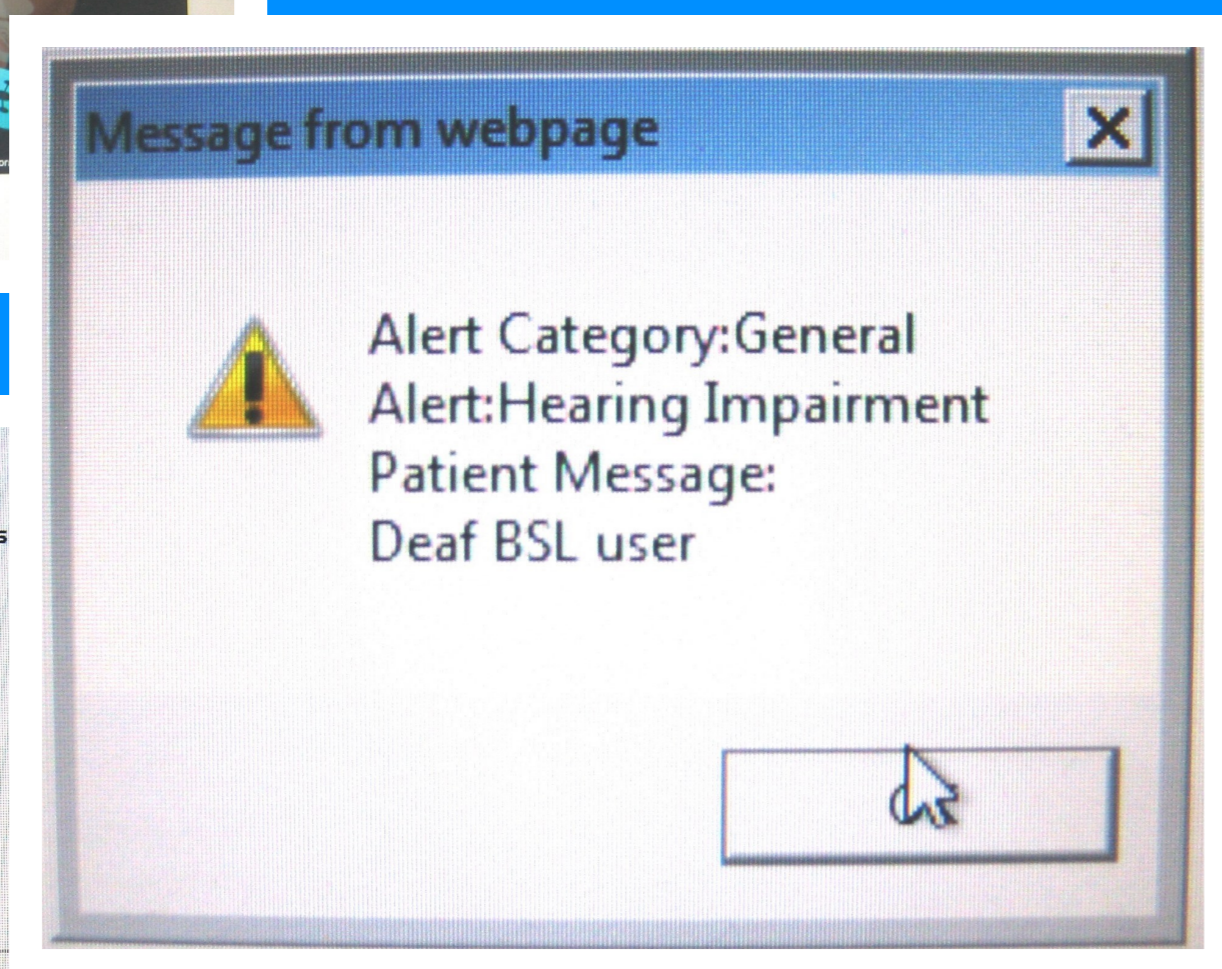
Yesterday was an opportunity for members of the Gloucestershire Deaf community to share their views on improvements to Deaf health care and for Carol to update on improvements already in place, including the new Deaf Patient Support Cards.

I attended a focus group with Gloucestershire Deaf Association (GDA), where Deaf British Sign Language (BSL) users shared their experiences with us, of coming to our hospitals as patients. On considering their comments and suggestions for improvement, I realised that as a Trust, we could make several fairly simple adjustments which could significantly improve communication between Deaf BSL users and the Trust. I returned to give GDA an update.

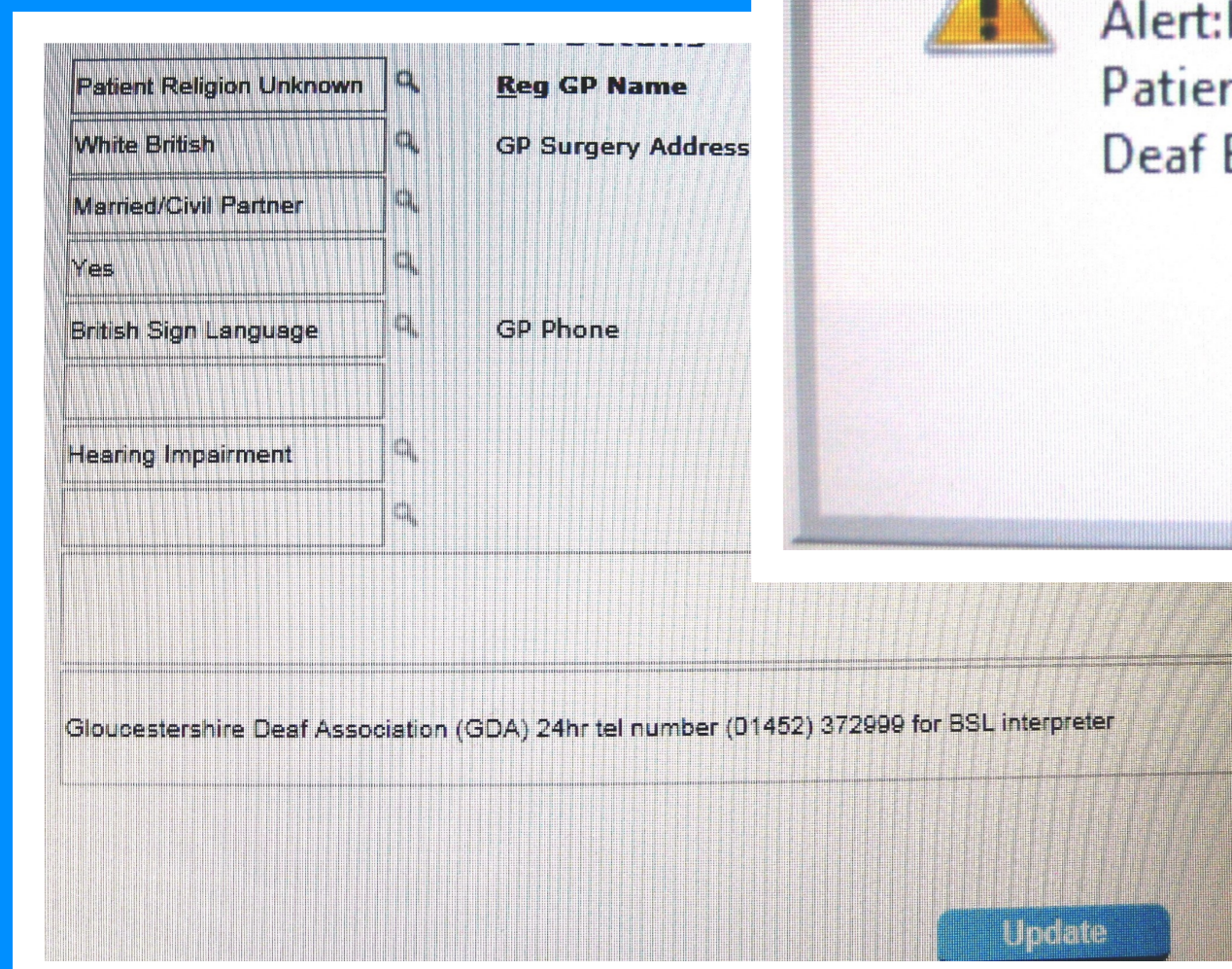
What the project achieved:



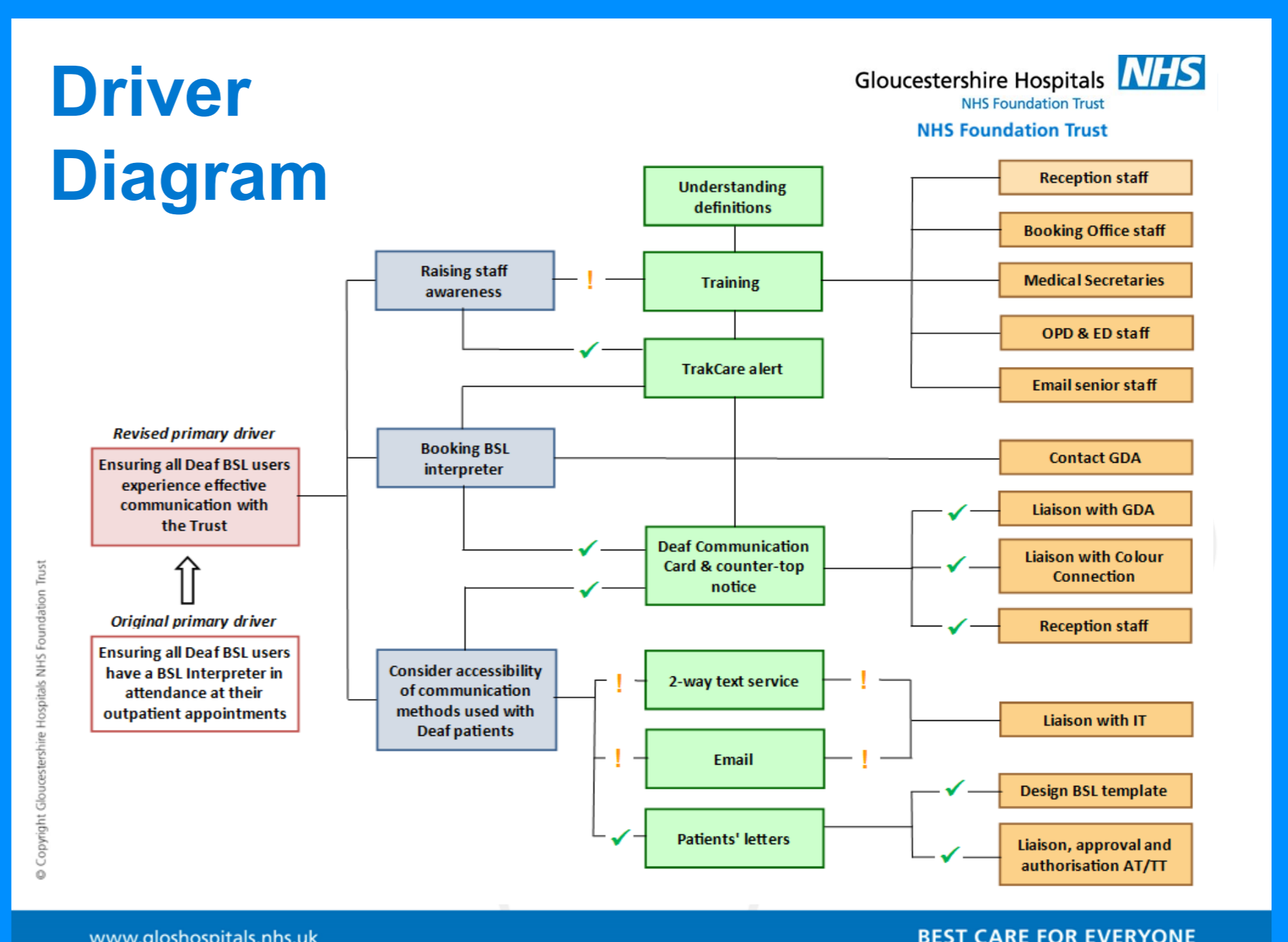
100% of known Deaf BSL users have a communication needs alert on TrakCare



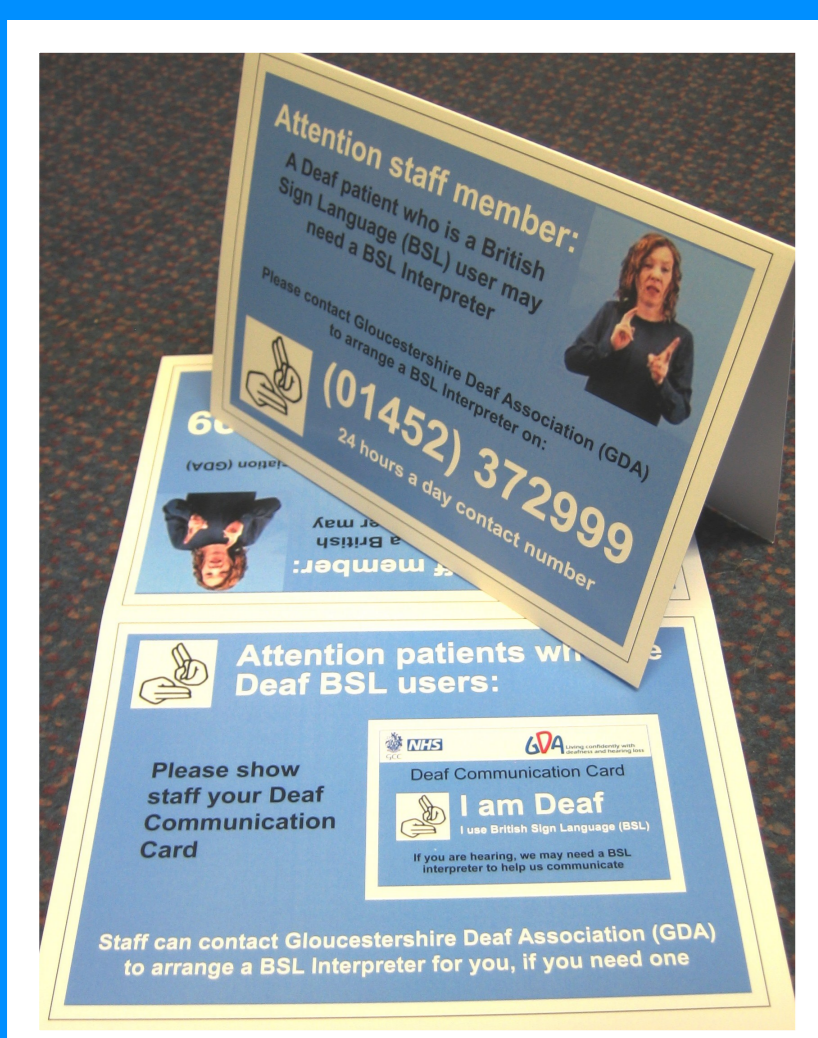
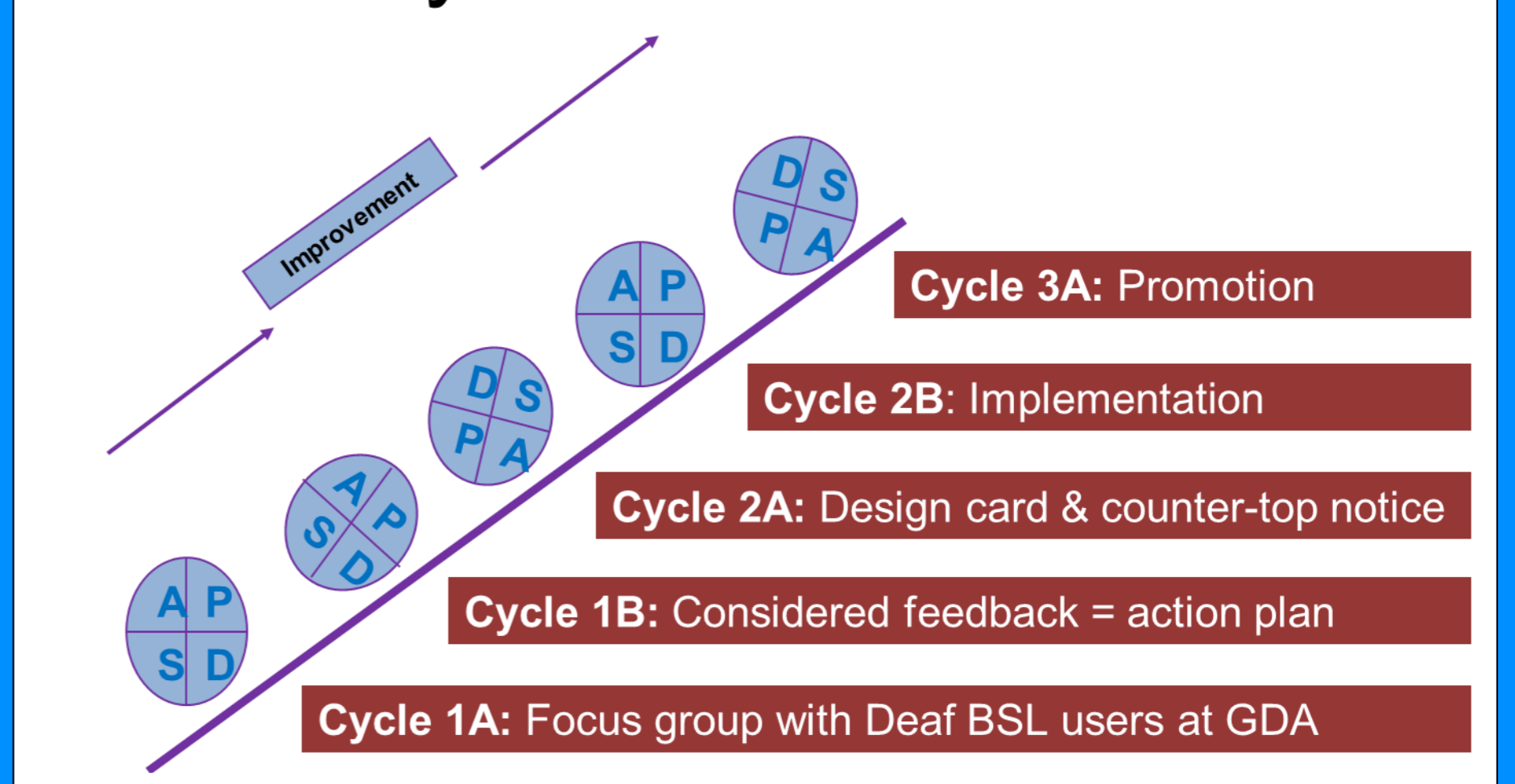
GDA 24hr telephone number is in the patient's 'communication needs' section on TrakCare



How it was done:



PDSA Cycles



The counter-top notice prompts the patient to present their Deaf Communication Card and also provides the receptionist with the GDA 24hr telephone number on the reverse



In collaboration with Gloucestershire Deaf Association