



Accessibility Policy for Deaf Patients at Poplar Grove Surgery

Deaf patients are still facing major barriers to communications when accessing their local GP Surgery. Poplar Grove is committed to enabling equitable access for our Deaf Patients.

We will always ask our deaf patient how they want to communicate.

We will enable our deaf patients to receive support in their preferred language and communication methods which includes arranging BSL interpreters when requested.

We will make a note in the patient's records of their communication support needs. We will record whether they are deaf and need an interpreter, have a carer or personal assistant with them, and their chosen method of contact and who has permission to speak on their behalf.

We will offer a range of different methods to contact the practice:

Text messages:

Enable two-way text messaging when contacting the patient.

Email for non-urgent requests:

Provide a practice email to enable two-way email communication with deaf patients for any **non-urgent** issues. The email address to use: feedback.poplargrove@nhs.net and a response will be received within 48hrs.

Urgent appointments:

If an urgent appointment is needed, the quickest way is to telephone the surgery. On these occasions the patient may wish to ask a family member to call on their behalf. Alternatively we would encourage patients to use tele texting system where they go through a third party to contact the surgery via telephone.

Online Technologies

NHS App: a free NHS app is now available for checking symptoms and ordering repeat prescriptions.

Online Consultation: a new online service is being rolled out in autumn 2022 which will allow patients to access primary care in an alternative way. Functionality may include the ability to contact the practice online with simple clinical and admin requests

Face to Face support

Our deaf patients are invited to book face to face appointments directly at the reception desk.