

Deaf Awareness Week 2024

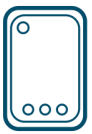
What have Deaf and hard of hearing people told Healthwatch Bristol about health and social care services?



It is difficult when interpreters are not provided at health appointments; using family or friends interferes with a person's privacy.



Screens showing the patient's name and room number are helpful since Deaf people can miss appointments if a professional calls out their name in the waiting room.



It is hard to book appointments over the phone if Receptionists or Care Navigators don't know how to use text relay. Automated phone messages can be too fast for text relay to keep up.



It is helpful to be able to email the surgery.



If someone lip reads, the person they're speaking to needs to face them and keep their mouth clear. They may need more time to process information and require a longer appointment.



It is hard having to see different GPs each time as a Deaf person has to adapt to each doctor's communication style.



It is frustrating for Deaf people if healthcare professionals don't check their notes; not being aware a person is Deaf can lead to miscommunication or delayed appointments.