



# St Paul's Cottage Surgery

Brocklebank Group Partners

## Special communication needs

### **Our commitment to you**

- a) We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters or if you need someone to support you at appointments, please let us know.
- b) We want to know if you need information in large print or easy read.
- c) We want to know if you need a British Sign Language interpreter or advocate.
- d) We want to know if we can support you to lip-read or use a hearing aid or communication tool.
- e) Please tell the receptionist when you arrive for your next appointment, or call us on 020 3092 2556 avoiding the early morning busy times and before 6pm

### **Ways we can help – just ask a receptionist**

- i) We can register you for access to online appointments and repeat medication.
- ii) Large font letters
- iii) Email and Text messages
- iv) Special notes on your record
- v) We may be able to book you an interpreter