



# Accessible Health Service



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WALES

Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board






Betsi Cadwaladr University Health Board (BCUHB)


## **Accessible Health Service**

*“Acting as the link between deaf/sensory loss patients and health professionals, in order to improve quality of health through equality of access to health services”.*


Organising BCUHB health appointments and communicating with health professionals when you have a sensory loss can be a daunting experience and sometimes practically impossible if you are a first language British Sign Language (BSL) user. The feeling of uncertainty of how best to communicate and how to provide sensory loss patients with accessible information is something that most if not all health professionals will experience on a regular basis.

Understanding these issues and the needs of both the patient with sensory loss and the health professional, our Accessible Health Service Team act as the enabling link between them to:

- Make/change or cancel health appointments
  - Ensure where required that communication support has been booked
  - Gather, collate and report to the commissioning Health Board feedback of patient experience
  - Facilitate sensory loss patient engagement and participation in Health Board consultation and service development and improvement processes
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Tailoring our services to address the unique needs of BCUHB and the sensory loss community they care for, in addition to these standard services our bespoke Accessible Health Service provision includes:

- Translation and production of accessible health information for example to promote local, regional or national health campaigns through the medium of BSL
  - Liaison with our partner organisation Wales Interpreting and Translation Service (WITS) regarding interpreter preferences
  - Provision of information and support to health professionals on when and how to book communication support
  - Supporting the Health Board to develop and implement accessible health communication cards for sensory loss patients to use in health settings
  - Provision of sensory loss awareness training and information and advice sessions to health professionals regarding their responsibilities under the Welsh Government's All Wales Sensory Loss Standards
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The Community  
Access Team



Centre of Sign-Sight-Sound  
Y Ganolfan Arwyddo-Golwg-Sain  
Improving Quality of Life Through Equality  
Gwella Ansawdd Bywyd Trwy Gydraddoldeb



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