**Accessible Information**

**Do you have difficulty hearing, or need hearing aids, or need to lip-read what people say?**

**Do you have difficulty with memory or ability to concentrate, learn or understand?**

**Do you have difficulty speaking or using language to communicate or make your needs known?**

At Marton Medical Practice we want to make sure that we give you information in a way that is clear to you. We wish to ask if you find it difficult to read or understand information that we send to you or need us to communicate with you in a particular way at the surgery.

When we write to you or contact you, do you need us to communicate in a particular way?

Yes No

If your answer is yes, please tell us which way you would prefer us to communicate with you. Please be aware that email is not a secure method of communication. We are however happy to use this method if you prefer.

Please put a tick in the boxes that describe your preferred means of communicating. You may tick more than one box but please make your preference clear.

|  |  |
| --- | --- |
| * By phone | * I prefer to use the phone and I use a hearing aid * I prefer to use the phone and do not use a hearing aid |
| * By text message | * I use a text to speak app * I do not use a text to speak app |
| * With Easy Read pictures and words |  |
| * By letter using large type |  |
| * By email   I give my express consent to communicate in this way \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_signature | * I use a screen reader * I do not use a screen reader |

When you come to the surgery do you need a British Sign Language interpreter?

If you need anything that is not on the list above, please tell our receptionist when you come in for your next appointment and we will do our best to meet your needs.