

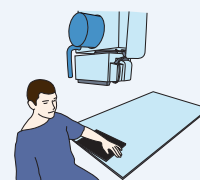
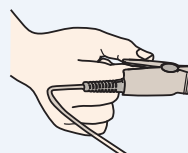
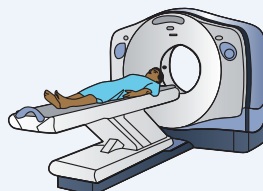
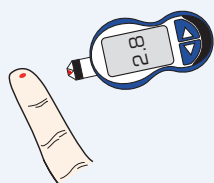
# Getting ready for my visit to hospital



Version 1 - November 2013



## An Easy Read guide to planning for your hospital appointment



**The illustrations above are from The Hospital Communication Book.**  
This picture book is free to download and use while you are in hospital.

**Go to:** [www.communicationpeople.co.uk](http://www.communicationpeople.co.uk)

# Before your hospital visit

**This booklet will help you get ready for your hospital appointment.**  
Your supporters should read through this booklet with you.

## The hospital will send you a letter

Jasmin Baines  
16 High Street  
Sunnyfield  
PT1 1AB




**It is important to read this letter with a supporter.**

It will have a lot of information about your hospital appointment.

## Easy Read hospital appointment letter

Appointment for: John Smith





Date for your hospital appointment


Wed 11 Dec 2013 10:30 am

Wednesday 11th December 2013 10-30am

The appointment is at:

 Central Hospital  
High Rd  
Newtown  
Surrey  
GU5 6TF

 01483 4545456

 info@central.nhs.org

Please tell the hospital if you can't come for your appointment on this date

Created at [www.surreyhealthaction.org](http://www.surreyhealthaction.org)

**You can create an Easy Read hospital appointment letter using our free online tool.** It's quick and easy to do.

The tool chooses the right pictures for you and puts them in the right place.

You may need your supporter to help you use the tool.

**Go to:** [www.surreyhealthaction.org](http://www.surreyhealthaction.org) to use the tool.  
It is in the 'Easy Read Appointment Letters' section.



**Write important information here**

**The name of the hospital:**



**The department you are going to:**

**Clinic**

**The hospital phone number:**



**The date and time of your appointment:**



## **Acute Liaison Nurses**



**Many hospitals have a learning disability acute liaison nurse.**

They probably don't wear a uniform.

They can give you extra help. They help hospital staff understand your needs.

Phone the hospital to find out if they have a learning disability acute liaison nurse.



## Different kinds of appointments

### Outpatients appointments.



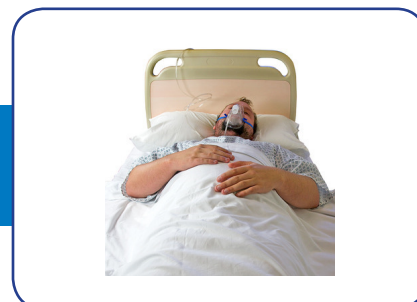
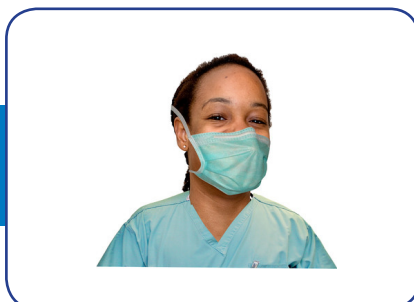
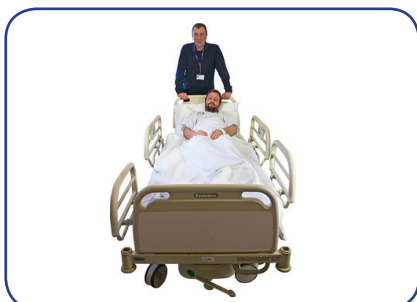
**You will talk to a doctor or a nurse.** They may do some tests like blood pressure and blood tests.

### Tests and treatments.



**This is things like a scan or an X-ray.**

### Day surgery.



**This is when you have an operation in hospital and go home the same day.** (Our 'Getting ready for your stay in hospital' factsheet will be useful).

## It is important to have consent agreed



**Your treatment may not happen if consent is not agreed.**

Consent is when you understand about the treatment and agree to have it.

Our factsheet called 'Making choices about your health' explains about consent. Go to [www.surreyhealthaction.org](http://www.surreyhealthaction.org) to download it.

## Visiting the hospital before your appointment

**This is a good idea for some people, but not for everyone.**

It may make some people feel more confused or worried.



**You may be able to visit the hospital before the day of your appointment.**

You can look around and meet the hospital staff.



**The staff can tell you more about what will happen at your appointment.**

You can see the equipment the hospital staff will be using.

It's a good idea to plan to do something nice after your hospital visit.





## Finding Easy Read information

**There is lots of Easy Read information about going to hospital.**  
There is information about different tests and treatments.



**Easy Read information uses easy words and pictures.**

**The Easy Health website has lots of Easy Read information.**

**Go to:** [www.easyhealth.org.uk](http://www.easyhealth.org.uk)



## Writing a social story

**A social story is usually written for one person.** It tells the story of your visit to hospital step by step.



**A social story can help you to predict what will happen next so you don't feel so worried.**

You can use your own photos to make your story personal to you.

Acute liaison nurses and speech and language therapists can write social stories.

**To find out more go to:** [www.thegraycenter.org](http://www.thegraycenter.org)



## Videos clips



[www.youtube.com](http://www.youtube.com)

There are some good video clips of hospital treatments like scans on YouTube.

## Reasonable adjustments

Hospitals can make **'reasonable adjustments'** to how they do things to make it easier for **you**. The law says they can do this.

Here are some examples:



**Putting you first on the list to be seen if you find waiting very difficult.**



**Finding you somewhere quiet to wait if you find the waiting room too busy.**

Some hospitals use pagers. You can go for a walk and they will bleep you when it's your turn to be seen.

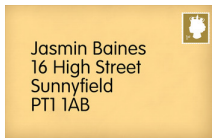


**Doing all your tests in one day instead of on different days.**

This can make things less stressful.

## Things to bring to your hospital appointment

### Important papers to bring to hospital:



Jasmin Baines  
16 High Street  
Sunnyfield  
PT1 1AB

Your letter



Care Passport

A care passport tells the hospital staff important things about you.

Print one free from:  
[www.surreyhealthaction.org](http://www.surreyhealthaction.org)

### You can bring things to do while you wait to be seen.



You may have to spend time in the waiting room before your appointment.

It's a good idea to bring things to do.



Something to read



Something to listen to



Games to play quietly



Check you can have drinks and snacks.

Drinks and snacks



# The day of your appointment

**Make sure you have everything ready to bring with you on the day of your hospital appointment.**

It's best to bring everything in one small bag.



## **Eating and drinking.**

Your letter should tell you if you are allowed to eat or drink before you come to hospital



## **Make sure you are clean.**

Have a bath or a shower the night before or first thing in the morning.



## **Plan your journey to hospital.**

You may need money for the parking machine. Bring coins with you.



## **When you arrive go to the main reception.**

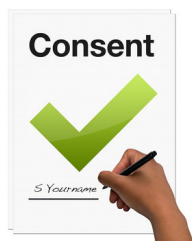
They will tell you how to get to the department you are going to.

## Support at the appointment



**It's important that you have a supporter who knows you well at your appointment.**

Your local acute liaison nurse may also be able to support you at hospital.



**If you need to have treatment you will be asked if you agree to it.**

Your supporter will help you to understand your choices.



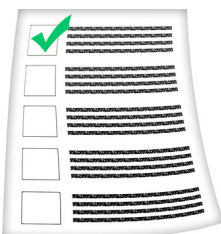
**They can help you stay relaxed.**

They can help to make sure that you don't miss your name being called out.



**They can help you to understand what the hospital staff are explaining.**

They can help you explain things too.



**They can help you to understand what you need to do after your appointment.**

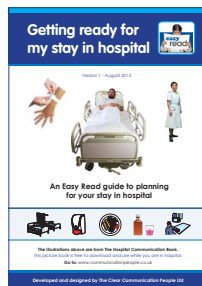
## After your appointment

The hospital will tell you if you need someone to stay with you at home after you leave hospital.



The hospital will tell the doctor your results and what will happen next.

### Other useful 'Getting Ready' factsheets



#### **Getting ready for my stay in hospital**

Useful information about staying in hospital.

#### **Getting ready to go home from hospital**

Useful information about being discharged.

Download them free at [www.surreyhealthaction.org](http://www.surreyhealthaction.org)

## Complaints

If you feel you have been treated badly or unfairly you can complain.



**PALS**  
Patient Advice  
& Liaison Service  
We're here to help

Talk to the nurse or the PALS service at the hospital.

# Using this booklet

This booklet can be downloaded free of charge from [www.surreyhealthaction.org](http://www.surreyhealthaction.org)



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- Use for any commercial purposes.
- Put the booklet on your website or edit or adapt the booklet in any way.

- Easy Pics imagenbank © The Clear Communication People Ltd
- Some photosymbols used - go to [www.photosymbols.com](http://www.photosymbols.com)

## About Easy Read information

Easy Read information using larger print, easy words and pictures to make information easier to understand. Easy read is a summary of the key points. Whilst it is useful to help people understand complex subjects it should not be relied upon solely in the process of supporting people to make decisions about their health care and treatment,

Developed and designed by The Clear Communication People Ltd as part of a project funded by The Learning Disability Partnership Board in Surrey.



The **Clear Communication** People Ltd



Go to: [www.communicationpeople.co.uk](http://www.communicationpeople.co.uk) to find out more about our work