



**healthwatch**  
Warrington



# Patient Experiences: d/Deaf Patients

Independent report on Deaf People's  
experiences of The Local Trust.

November 2022

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# Introduction

Healthwatch Warrington is your local health and social care champion. If you access GPs and hospitals, dentists, pharmacies, care homes or other NHS support services in your area, we want to hear about your experiences. As an independent statutory body, we have the power to make sure NHS leaders and other decision-makers listen to local feedback to help shape and improve standards of care. We can also help you to find reliable and trustworthy information and advice. Last year, the Healthwatch network helped nearly a million people like you to have your say and get the support you need.

Healthwatch uses your feedback to better understand the challenges facing the NHS and other care providers and we make sure your experiences improve health and care for everyone both locally and nationally. We can also help you to get the information and advice you need to make the right decisions for you and to get the support you deserve.

Healthwatch Warrington was initially approached by Signing Solutions to discuss the issues that the Deaf community in Warrington are experiencing with Hospital access. This was discovered via outreach and support that they are providing within the Deaf Centre. We were invited to come and speak to the Deaf community directly via focus groups which were supported by BSL interpreters.

Unfortunately, due to Covid-19 restrictions, we had to wait until this was safe to do so. We also invited members from the Patient Experience Team at Warrington Hospital and the CCG to come along to assist and/or answer any questions.

## Methodology

Utilising the Warrington Deaf Centre and its members along with Signing Solutions we were able to speak to the Deaf community in a place where they felt comfortable and have qualified British Sign Language (BSL) interpreters on hand to hear the patient's views and feedback to us exactly what they wanted to say.

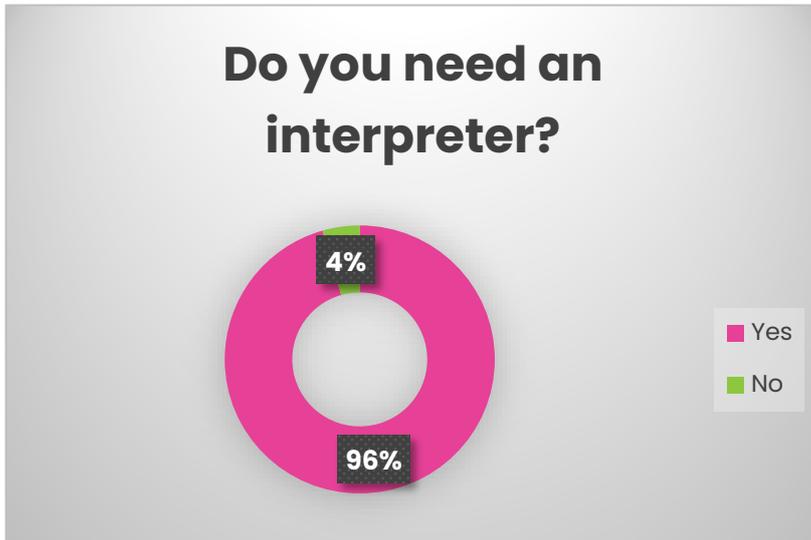
In November we held a focus group that was attended by over 40 members of the Deaf community with food and refreshments and the chance to let us know the issues they were facing with Health & Social care services in Warrington, there was also a chance for those that could not attend the event to feedback via the Deaf Centre and Signing Solutions directly, which was to be included in the report.

There are roughly 100 members registered at the Deaf Centre, 75% of which are Deaf and 25% that are hard of hearing.

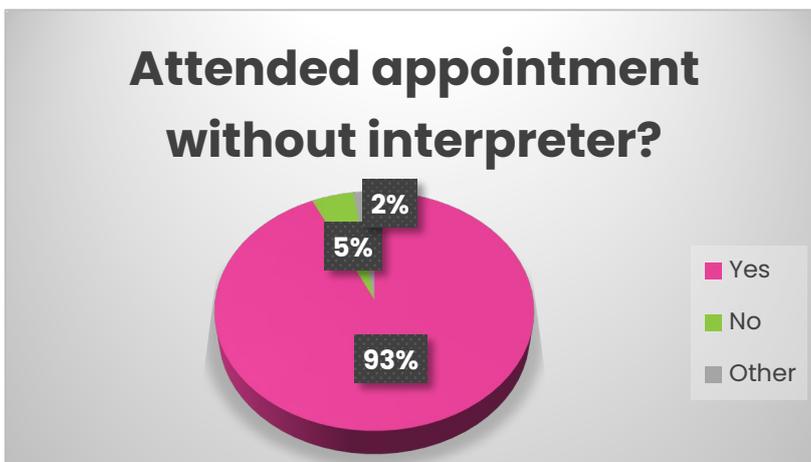
Signing Solutions also facilitated one to ones with the Deaf community using their in-house interpreters and helped to facilitate the completion of the questionnaires. The survey was co-designed by Signing Solutions and Healthwatch Warrington. This was to ensure that we could highlight the issues they were facing and share good practices. We were also supported by signing students and interpreters. There was a chance for those that could not attend the event to give feedback via Signing Solutions at the Deaf Centre, which was to be included in the report.

# Findings

We asked several questions at our event and through the one to ones, these are a summary of the results.



We asked participants if they need an interpreter when attending medical appointments. **96%** of those who responded needed some form of BSL interpreter on hand for them to understand what they were being told/course of action.



We asked whether the service users had attended an appointment at Warrington Hospital and if there was an interpreter available to support them at their appointment.

**93%** said they had attended and been left without an interpreter.

We received comments that they hadn't even been offered the option of an online interpreter and were left not fully understanding what they were being told.

One person said that due to the lack of interpreters they had been **"Misdiagnosed and felt fobbed off"**.

When asked if this had happened more than once, the response was overwhelmingly 'Yes' with **91%** agreeing that this was a regular occurrence. One person told us **"This has happened to me four times"**.

Family members have been used as interpreters and have found it overwhelming.

*"They asked my daughter to interpret. She is only 10, my daughter was overwhelmed by the big words and started to get upset, so we had to stop".*

One person was told that their daughter wasn't allowed to interpret for her and that they would arrange for an interpreter to come. When no one showed up they then let the daughter help.

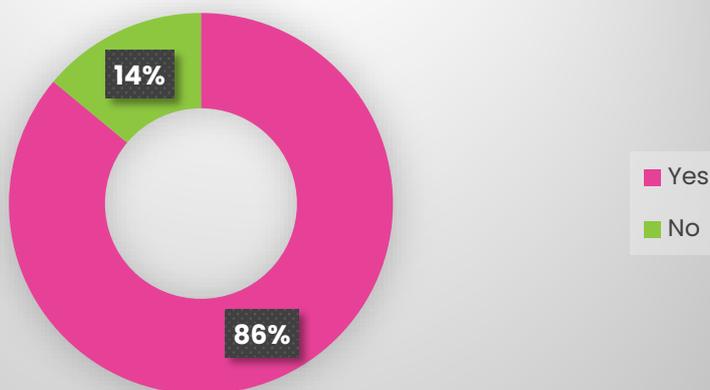
When patients are offered an online interpreter, they state that it is not great due to connectivity in the hospital and often freezes on them.

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*"When I was pregnant, I was refused an interpreter by midwives. I didn't know what was going on. I was refused a midwife when in labour and my dad had to come to the delivery room to interpret. After the birth I kept trying to tell the midwives I felt dizzy, but they ignored me. I collapsed and it was only on day 3 that they finally got an interpreter and they explained that I collapsed because I'd lost a lot of blood".*

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### Appointment cancelled due to no interpreter?



Almost all the deaf patients we spoke to have had a medical appointment cancelled due to a lack of interpreter.

**86%** said that an appointment has been cancelled and many stated that this had happened on more than one occasion.

Comments were raised that when appointments were cancelled, they were sent letters explaining the reason for the cancellation.

***"Many Deaf people, particularly BSL users, find it difficult to process written text because it's technically a whole different language to British Sign Language".*** - (Signsolutions.uk.com, 2021)

Many deaf patients must ask friends, family or the Deaf Centre staff to read the letters for them which causes more frustration.

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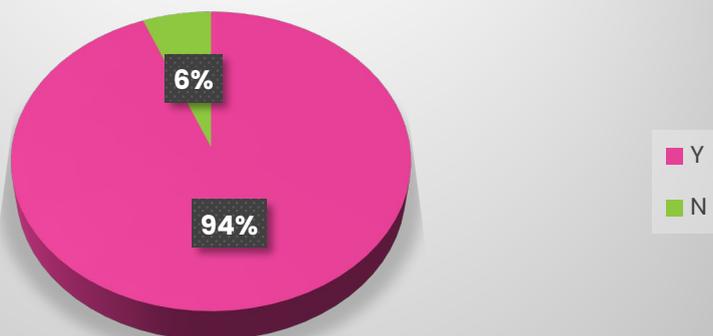
*'Staff need more deaf awareness - need same interpreter for appointments for continuity - if using online interpreter, the hospital needs better mobile/ Wi-Fi service as it constantly freezes. Need an alert on the system to make people aware we need an interpreter for appointments.'*

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Following on from this question we asked how many of the group needed support with letters. A huge **94%** of those asked told us that they needed support.

***"I can't understand letters, so the office helps me (Deaf Centre). I don't use emails I can't read written English; I need BSL".***

## Do you need support with letters?



We asked for suggestions on the best method of contact for deaf patients.

The most common answer was for patients to be contacted through a British Sign Language (BSL) Advocacy service.

Other suggestions include: QR Codes to BSL videos, Sign Live.

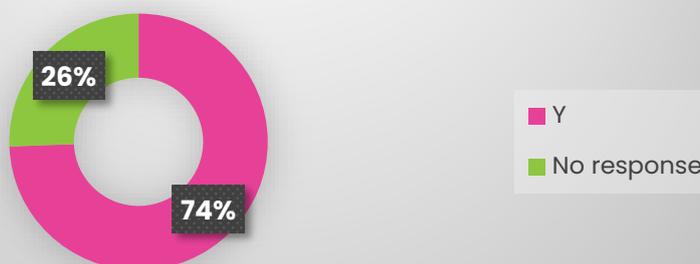
It was noted the frustration most of the patients had with having to remind medical settings that there they were Deaf. *"It should be on my file that I am deaf and need an interpreter, so I don't have to chase it"*.

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*"Through a BSL advocacy booking service and stop ringing me - once I had 20 calls from the hospital and they know I'm deaf"*.

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## Would it be beneficial for Primary Care to provide informational letters in BSL videos?



This prompted a response about the use of Primary Care adopting BSL videos.

This was welcomed by all that responded to the question.

*"Would feel more comfortable and would understand better"*.

*Many had seen the demo and thought that it would be beneficial.*

One person stated, *"I would like that and would understand that - lots of barriers I have - just had to get used to it"*.

# Conclusion

The consensus from the feedback sessions was that Primary Care settings are not sufficiently Deaf-aware. When an interpreter is not available the common solution is to ask people to write it down, however as previously mentioned this is not possible with most d/Deaf people not understanding the written word.

There is a sense of frustration that before the appointment, people/staff aren't aware that the patient is d/Deaf, and the patient feels there are constant barriers when accessing healthcare compared to the way that an able-hearing person does.

The d/Deaf community want more people, especially in medical settings to be Deaf aware and that access to an interpreter should be an essential requirement for appointments.

Since the start of this project BSL 999 has been launched which will be a welcome service to the Deaf community.

Further improvements are needed.

# Recommendations

Recommendations made from findings	
1	<p><b>Deaf awareness for Health Practitioners</b></p> <p>Access to Deaf awareness training for medical practitioners so they know the limitations and what to expect.</p>
2	<p><b>Medical Record Flag</b></p> <p>Medical records should reflect on patients' notes about their needs for the appointment so that the practitioner and patient can have the best possible experience. An organised Interpreter on arrival, physical/ online (with a secure network) would allow quicker effective communication. Admin staff to be trained on awareness that d/Deaf patients cannot respond to phone calls/ letters etc.</p>
3	<p><b>On-call interpreter rota</b></p> <p>We recommend that an on-call rota be considered. Therefore, if someone attends a hospital in an emergency an interpreter can be contacted directly in line with the rota. It is time consuming phoning through a list of interpreters with no expectation of success. However, if there was an on-call rota then it is likely that only one phone call would be needed and that person would have already agreed to their availability.</p>
4	<p><b>BSL advocacy booking service.</b></p> <p>At the moment appointments are sent out with a notation stating if you need an Interpreter, you should contact the hospital. This can be problematic as it relies on the person being able to read that statement in the first instance.</p> <p>The hospital should already have the information recorded that a person is Deaf and the responsibility to arrange an interpreter sits with the service provider (accessible information standard).</p> <p>Local health providers – Hospitals &amp; GP's surgeries – should ensure that patients records are clearly noted on their systems that a person requires an interpreter (again accessible information).</p> <p>The Deaf person (patient) should be asked if they wish to use the advocacy booking service (ABS) and this too could be recorded.</p> <p>If the patient chooses this service, then appointments should be sent to the ABS, who should then contact the patient via video and Sign the appointment to them. If the patient can't make that appointment, then the ABS would inform the hospital for another appointment to be made. If they <b>can</b> make that appointment, then the ABS would then contact the hospital to confirm and to arrange an interpreter. Once completed the ABS would then video call the patient and confirm that an interpreter has been booked and who the interpreter is. The ABS would also confirm if a reminder is needed by BSL video chat.</p> <p>If Warrington Hospital has someone who can Sign, then they can provide this service themselves. However, they should be contacting people in a language they can understand.</p>

If the hospital is looking for an organisation to take on this role, then they should use a local provider. Then there is already a relationship of trust and respect, and many people bring their hospital letters to them now, so have already indicated that they would be their advocates of choice.  
Signing Solutions are a local provider who could provide this service.

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**Information in QR codes or BSL videos on GP & hospital screens**

This would allow d/Deaf people to have information, for instance how to check for cancers etc.  
If they need to go for tests/investigations, the standard letters that are sent out could include the information in BSL in a QR code. This could be included on all standard information letters i.e., bowel prep. Having that information in BSL video in a QR code could allow them to refer back to it and ensure they are following instructions on any preparation.

**Example of the QR Code:**



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**Interpreter services**

From our research that we have completed, we recommend that interpreter services are monitored at the hospital.  
It would help all parties involved if there was a greater oversight of this service.

# With Thanks

With Thanks to Signing Solutions who have collaborated so closely with us on this project and all the members of the Deaf Community.  
The BSL interpreters and students that assisted.  
WHHFT Patient Engagement Team.

# Provider Feedback

## **Patient Experiences: Deaf Patients – WHH Provider Response**

We recognise the significant barriers in accessing services experienced by members of the d/Deaf community in Warrington from this report. Because of this we are deeply sorry to read the sense of frustration felt by members of our community in accessing healthcare, whether that be in emergency, outpatient or elective surgery settings. We also recognise the need to ensure that more people across our hospital settings are d/Deaf aware and are putting steps in to enable this with training, supported by lived experience stories.

Our Patient Experience and Inclusion Team following the engagement event commenced work to address some of the barriers that were found through discussion with members of the deaf community. As a Trust, following the event at the Deaf Club in Warrington, we have implemented the following steps:

A digital patient story was developed, completed in British Sign Language (BSL) by a service user at our hospital, this was to support staff awareness and training focusing on their experience and how they felt accessing our hospital. This video was shared at our Quality Assurance Committee, attended by the Trust Executive Team as well as other forums for learning.

We commissioned a six-week BSL course which was attended by a variety of colleagues across the Trust where learning has been embedded into working practices. This course focused on understanding and using a limited range of simple health related words and sentences, learning everyday conversations in BSL and the challenges that are faced by members of the d/Deaf community on a daily basis.

Learnings from this course have resulted in us reviewing providers to commission additional deaf awareness training, initially targeting colleagues at first point of contact for admission to hospital.

We have and will continue to review the suitability of our interpretation provisions. We recognised at this engagement event the need to clearly communicate both our emergency access to a BSL interpreter and the need to have a physical interpreter available to visit our hospital sites. As a Trust we continue to use the Deafness Resource Centre to provide interpretation services, where all language professionals are registered with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD). This service also includes a 24/7 emergency route which we have and will continue to refresh our colleague's knowledge on how to access this.

Extensive work to meet the Accessible Information Standards, including a refreshed policy, training rollout and deployment plan – supported by lived experience.

In August 2022 following this engagement event we launched our new Patient, Service User and Carers Diversity, Inclusion and Belonging Strategy 2022–2025. This strategy included extensive engagement both internally and with our local communities, with representatives of the deaf community also attending.

As part of this strategy, we aim to create a culture whereby all patients can access and utilise our services freely without discrimination, harassment or victimisation – creating a sense of belonging to our local NHS. We will therefore continue to work with the d/Deaf community in Warrington and other parts of our local community. We will work collectively but also with individuals as experts by experience to continue to learn and ensure that our services are accessible to them. In response to this report, we will ensure that the recommendations are detailed within our Diversity, Inclusion and Belonging Strategy 2022–2025 work plans. We will monitor our compliance against them at our Patient Equality, Diversity and Inclusion Sub-Committee and continue to be open and transparent with our local communities.

**Ali Kennah, Deputy Chief Nurse**

# Appendix

## appendix 1: Data from survey and outreach.

Do you need an interpreter		Have you had appointment cancelled due to no interpreter	
Yes	43	Yes	37
No	2	No	6
		<b>Comments:</b> More than once	
Have you attended an appt at WH and there has been no interpreter present		Any suggestions on how the service could be improved	
Yes	40	Please see comments tab	
No	2		
Other	1	Need support with letters	
<b>Comments:</b> Not even been offered an online interpreter		Y	31
		N	2
Happened more than once		<b>Comments:</b> Warrington Deaf club help, family help, WBC support, Type-Talk , Sign live, Key Worker	
Yes	39		
No	4	Beneficial for Primary Care to BSL videos	
<b>Comments:</b> Online interpreter freezes, it's no good. Happened 4 times to me.		Y	32
		No response	11
		<b>Comments:</b> Looks great, would be fantastic to raise awareness of BSL, would be very helpful	

## Experiences at Warrington Hospital

**Overview:** When there are no interpreters available patients write things down - its stressful. Bad service with interpreters. Online interpreters aren't great for hospital appointments. Door buzzers are a barrier for Deaf people. Staff training needed on Deaf awareness. Staff need to know we are Deaf before the appointment. We have to rely on family members for interpreting, it isn't right.

When there are no interpreters we have to write things down, which takes ages- they need to be patient. I don't understand words, they NEED to be Deaf aware it's not good enough to just write things down. It's stressful.

Have been misdiagnosed and felt fobbed off.

No diabetic food, bad service with interpreters, felt like I was on my own - when they do have interpreters, in my experience some aren't very good.

Dr wanted to use video Sign service- not good enough I need a signed interpreter present and in person- it's very stressful and frustrating.

Information in BSL such as a screen with information like they have in the Golden Square and an interpreter for all my appointments.

We've been trying to get interpreters all my life , only ever had one. I had a heart attack and operation and had ONE interpreter the whole time with Dr & Consultant.

Had to have a scan on her own with no idea on what was happening as there was no BSL. Give Deaf people what they need don't make them wait for interpreters

There were no interpreters , the staff write it down but I cannot read because of problems with my eyes. I have many appointments, but I cannot relax as I am anxious that an interpreter will not turn up. When I took my father to hospital after an accident we did not know what was going on as they would not book an interpreter for us. In the ambulance they had no Deaf awareness and I felt that they were getting frustrated with us. Both my parents and partner are Deaf and I worry what will happen if I am ill. I do not feel safe going to Warrington Hospital.

They asked my daughter to interpret. She is only 10 , my daughter was overwhelmed by the big words and started to get upset so we had to stop. We went home and Googled the problem and how to solve it but eventually gave up and I still have the problem. I was sent to Warrington Hospital before Christmas after my GP said I needed an operation. Arrived at 2pm, waited and waited - tried to ask what was happening and staff would say they would find out and then I heard nothing. Finally, at 1am I was taken to a bed. I was Signed for surgery but didn't fully understand as the Doctor talked too fast. I asked the Doctor to slow down so I could Lip read but they did not. I tried to ask the nurses what was happening as the hours passed but the nurses would not remove their masks so I could not understand what they were saying. I tried to tell them that I was light headed and have a headache as I had not eaten all day. At 8pm I was moved to another ward, without explanation. At 9pm I was told that the surgery had been cancelled and given a sandwich. I was discharged and given someone else's tablets with their name on them. I was told to go to Orford Jubilee the next day and when I turned up they said that I was not supposed to be there and that they were doing a home visit. Communication was very poor. Now I go every day for dressings and I ask that they do not shout my name out but that they come and tap me on the shoulder, they still shout for me and I get very embarrassed. I get anxious and upset as there is never an interpreter.

Warrington Hospital has let us down and made us feel small. They don't always provide interpreters and it makes you feel you are not important. I had surgery at Halton last year and had a good experience . I had interpreters pre and post op .

My son has a hole in his heart and has regular check ups. I asked for an interpreter for my appointments but there wasn't one so I had to rearrange and get him out and had to take more time off school. Complained to PALs, I have been told that it's on my record that I am Deaf and I need an interpreter. I always worry that there will be no interpreter when I go to the hospital. I even call in advance and they say that they will sort it out but I arrived and there was no interpreter. I waited and waited and no interpreter turned up and it turned out that they were booked online. I eventually went in and no one could log on as the Wi-Fi was not good. Myself and my son were getting very stressed. My son had the scan but I had no idea what was going on or an explanation of the scan etc. Also, I once went to A&E with my son as he had fallen and cut his face. Dad used his phone to try and translate. Someone came in with basic sign language and told us he had to go to Alder Hey.

When I was pregnant, I was refused an interpreter by the midwives. I didn't know what was going on. I was refused a midwife when I was in labour and my dad had to come to the delivery room to interpret. After the birth I kept trying to tell the midwives I felt dizzy, but they ignored me. I collapsed and it was only on day 3 that they finally got an interpreter and they explained that I collapsed because I'd lost a lot of blood. My teenage son broke his kneecap , we went to the hospital and I asked for an interpreter and was told no , this treatment is not for you , it's for your son and he can hear. My son ( aged 12 ) had to relay the information to his mum and he needed an operation. Mum refused to go any further without an interpreter. They strapped his knee up and sent him home to wait for an appointment with an interpreter. When they went back for the pre-op there was no interpreter, fortunately mum did not trust the hospital to do their job and so had brought her own. The interpreter had to go when her son went in for his surgery. Mum asked the hospital again to arrange an interpreter for when her son came out of theatre but they refused . Poor communication - was not told what was going on - 4 hours in surgery , Mum very anxious. Another time Mum went to the hospital with her son for an operation . No interpreter again and had to go home and ask friends - 'why this , why that ' as she didn't understand instructions given by the staff.

Audiology - happy with the service but they don't have an interpreter.

He has had falls in the past so won't go out during night hours and wouldn't go to hospital as frightened to be out late. Has careline support button with the council.

Son took time off work to take mum for a scan, when arrived - no interpreter. Daughter took mum for an appointment. Interpreter couldn't understand mum and vice-versa. They need to be vetted.

No interpreters.

In hospital for 7 weeks seriously ill , interpreters were never provided.

Interpreter service is unreliable.

Interpreter service is unreliable.

Had to text husband in work to come to hospital to interpret as interpreter didn't turn up .

24 hour interpreter service doesn't work. Don't provide interpreters in A&E or on the wards. Husband had a blood clot - no interpreter, treated without knowing what was going on.

Frequently no interpreter provided - Hospital does not confirm if one will be there or who it is.

Frequently no interpreter provided - Do not know if one will turn up.

Nurses didn't understand medication and couldn't give advice , confusion over what I should take and couldn't communicate this. Staff would wake me in the night to prick my finger (diabetic) but would do it before I was properly awake . They would not tell me what they were doing as they couldn't sign . They would then walk away . They would not let me bring in Apnoea machine, they put me in the tunnel machine (MRI?) . I didn't know what was happening . Used to expect my child to act as interpreter. My daughter is older now and has her own family so isn't available to support in hospital.

I have to remind the hospital that I need an interpreter and they would choose one but I would prefer to choose my own who makes me feel more comfortable. Nurses or Doctors shout out my name but I can't hear it without an interpreter. On appointment sheet it should show I'm Deaf.

My mother's appointments are always being cancelled due to a lack of interpreters and most concerning - a lack of information. This , I think has contributed to her mistrust of hospitals and most likely why her cancer was diagnosed too late.

I have to remind the hospital and doctors that I need an interpreter and they would choose one but I would prefer to choose my own who makes me feel more comfortable.

No interpreter on appointment.

Provide more training to staff in Warrington - mask down when communicating. How to book interpreter. Back up tablet provided for emergency interpreter (Sign Live). Door buzzers in hospital are a barrier to Deaf.

I went to A&E in Warrington, the notice board said there was an interpreter present 24/7 . When asked reception about it they said it was closed / no interpreter! So the hospital found a nurse who could sign, both preferred a qualified interpreter.

Sadly a lady friend had chest pain on Friday. She asked the interpreter service for an urgent appointment. The service said she would have to wait till Monday. Her chest pain got so bad that she passed away on Sunday at the Countess of Chester hospital without an interpreter.

Mask Issue with Deaf awareness. Pre-op meeting - no interpreter present - we used writing method to communicate. I didn't want to cancel the operation so went ahead without full access to information.

Just to be listened to, not use my daughter all the time, shout my name when I'm Deaf! Surely this should be on my notes. We walked away because we were too embarrassed to sign to my mother.

Attended Warrington hospital for an appointment on 1st Sept 2021. Mentioned it to the reception that we had booked an interpreter appointment with Sarah and they replied nothing

had been booked. Was sent home to be told there would be another appointment in 2/3 weeks' time.

My mother went for an appointment, no interpreter was present, but she took her granddaughter, aged 20, to the appointment. The hospital told my granddaughter that she is not allowed to interpret and they would provide one but they didn't. They then let my granddaughter in to interpret but she was not happy about it.

3/4 years ago I had bad pain. Ambulance arrived- checked BP & it was high so went to Warrington Hospital. Nurse said an interpreter would be provided but never showed. Then went home, I had pain in the chest again and was admitted the next day, took 2 friends to interpret for me.

Went to A&E on the 4/10/21 in an ambulance as my BP was high. Went to A&E- Xray and had a video call BSL interpreter but it was very brief, it was a virtual call and was not good. Hospital would not provide a BSL interpreter.

I have to remind the hospital and doctors that I need an interpreter and they would choose one but I would prefer to choose my own who makes me feel more comfortable.

Had to rely on son for interpreting as the hospital never have one. My son can't always make it due to other commitments.

I waited, but no interpreter arrived. Had to do online, failed 4 times very frustrating. Interpreter had been requested prior to appointment.

Eye clinic. Interpreter Louise is very good and is known, She is a local interpreter.

I contacted the hospital on the 15th and confirmed that there was an interpreter and that it was in person and not online. On the 16th the hospital rang both husband and wife who are both Deaf. They then rang the GP who contacted WSDSP to cancel the appointment as there was no interpreter. WSDSP then had to contact Paul to inform him. This was 1 hour before the appointment – the appointment was for a stress echo.

Hospital appointment for surgery. Made all arrangements, work/childcare etc. 1 Week before I was told it was cancelled as they can't get an interpreter. Why? They still had a week to arrange. I booked and paid for my own interpreter.

Message received in hospital, had tests - CT scans etc. Husband contacted by the consultant by phone. We are both in hospital today to see the consultant at 1.30. We have concerns that there will not be an interpreter.

Lady was provided with a virtual interpreter on a phone which made her & her husband very distressed as they couldn't see them – they are both in their 80's.

Attended A&E 21st March, on arrival I asked for an interpreter, waited 4hrs.

People who came in after me but went in before because I'm waiting for interpreter.

Some nurses would not pull mask down so communication was poor, still no interpreter, went in to see the Dr and he removed his mask to speak but I did not understand what the tests were for. After the test I still didn't know what it was for.

## Experiences with GP

**Overview:** Never have an interpreter and I must cancel the appointment. I am told to call but I can't – they offer telephone appointments- I can't hear them

Same as hospital - had GP for 20 years , Still don't get an interpreter- signed up for Sign Health and went nowhere.

GP booked appt and interpreter doesn't turn up.

In the past few weeks there has been an interpreter at the surgery after years of going to appointments and not being able to have one. Previously when no interpreters were available they put it on paper and I didn't understand.

Never an interpreter present- they know I'm Deaf and its very stressful for me. I have had to postpone appointments many times. Communication breakdown causes me many problems- wrong medicine. Wrong medical procedures.

Most times I never have an interpreter and I must cancel my appointment.

Doctors have no Deaf awareness- Sign Live service- they have never heard of it. No signing awareness of our communication needs.

My GP is fine , I take my own interpreter.

Told to call but I cannot as I am Deaf and my GP never books an interpreter.

Before Covid it was ok. Now poor as everything is online – won't do in person. When it was in person it was good , they would book an interpreter if I asked, but they should know already.

I need to nag to get an interpreter. My husband recently needed to go and see the Dr he was told to ring, ring, ring but he is Deaf. Got my interpreter friend to ring for me. Also brought my friend to do BSL , been with the same GP for 8 years and have never got an interpreter and they still keep ringing me. Mum uses the 'type-talk' to contact the doctor, told fully booked so asked if she could see a nurse and said that they would call back. I said to make sure that you use 'type-talk' if ringing , waited all day no call. The next day they called mum (not on type-talk) said that because she missed the call she would have to call again. Had to get interpreter friend to call again and explain. Had a meeting with the Practice Manager and it has gone on their records - no phone appointments only face to face. Dad went to an appointment at the hospital , he took time off work but the practice did not let them know that he was Deaf, so he turned up and there was no interpreter- had to re book.

Recently contacted my GP because of dizzy spells and was told the Dr would ring me. I said " no good I'm Deaf ". They said he will e-mail instead. No e-mail came but I had 4 missed calls off the Dr. I have been with the surgery 3 years and they know I'm Deaf , still having dizzy spells 4 weeks later. Dr uses Language Line for an interpreter, have to wait 2 weeks for an appointment .

GP good - gets interpreter but I must ask.

GP knows me very well. During COVID I would go to the surgery and knock on the door and the staff would come to me. Couldn't make appointment by phone.

Need to phone for an appointment but can't do it.

Need to phone for an appointment and can't phone.

Can't get GP as need to phone for appointment and can't phone.

GP will try to provide interpreter, but they don't turn up. Dr is Asian but I can't lip read because of his accent.

I have to remind the hospital and doctors that I need an interpreter and they would choose one but I would prefer to choose my own who makes me feel more comfortable.

Rely on my son to interpret in an emergency but my son is not available all the time due to commitments. This leads to cancelled appointments.

Received a text message from my GP - 4 seasons in Warrington. Told the appointment was cancelled because no interpreter was present, I was asked to make another appointment when an interpreter was free. Waited 3 months for an appointment for a back problem and waited for a flu jab - nothing came back. GP cancelled 5 times.

I have to remind the GP that I need an interpreter and they would choose one but I would prefer to choose my own who makes me feel more comfortable.

## Experience with dentists

**Overview:** Some say no problems and always provide - others say they never have an interpreter and bring a family member.

No probs at all with dentist.

I was sent a feedback legislation email , I had to get the Deaf Centre to read it.

My dentist does provide an interpreter when I've asked - really pleased.

Yes , I always have an interpreter for my appointments - no problems.

Never once had an interpreter, they know my English isn't good and I struggle.

I need an interpreter but the dentist never offers. Does take mask off and writes things down for me , I have been with same dentist since I was a child.

I book appointment by email and my brother comes with me.

Never had an interpreter.

None but its good.

Not been for 2 years.

Dentist is good but they never have an interpreter.

No problems , same dentist for 30 years.

No probs with dentist.

Don't bother with dentist.

None - good

None - good

## Comments on BSL Videos

**Overview:** Certain services are great, they help me to understand. Saw demo and think it looks great.

Would feel more comfortable and would understand better.

For certain services it is good.

Need English BSL interpreter.

Yes , I would like to see a BSL video for information so I can understand.

That would be helpful.

I would like that and would understand that, there are lots of barriers and I have just had to get used to it.

Seen demo - very good.

Not seen.

Would be better if it was upstairs in the Golden Square.

Not seen.

Seen it - good

**Disclaimer :** Comments in the sections above – notably Experience with GP , Experience with Dentists and Comments on BSL Videos were originally extracted from the BSL quotes and notes and have been edited for clarity of reading. The context of the quotes have not been amended in any way.



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