

## Norfolk and Suffolk NHS Foundation Trust

### Making reasonable adjustments to communication

#### David

David was referred to the service five times but never attended an appointment. When a staff member visited him at home, he said he can't read so would scoop up all his post and put it in the bin. The worker offered to send future appointment letters in Easy Read format and in a **blue** envelope so that when it landed on his doormat, he knew to open it. A template for an easy read appointment letter is available for all staff to use on the electronic patient record system. The blue envelope worked, and David engaged in services, underwent assessment and treatment and has been discharged.

#### Angie

Angie manages her appointments very well, using several calendars to keep track of all the important things that she does in her life. Recently she received an appointment letter from her doctor. Angie understood enough of the letter to enable her to mark the date clearly on her calendar; but she couldn't understand the time. When the worker visited, she asked, 'Steve, what time is my appointment?' It had been written as 16.30. As soon as she heard, 'Its half past four' it all became clear, and Angie was able to put the information on her calendar and attend as requested.

#### Richard

Richard never lets strangers into the house. The social worker had sent an appointment letter which included his photograph. Richard's mum showed the photograph to him and explained who would be visiting, so when the Social Worker arrived, he was welcomed into the house, rather than turned away.

Names have been changed to preserve anonymity