



THE  
WALCOTE  
PRACTICE  
WINCHESTER'S PRIVATE GP

## Help Us To Best Communicate With You

We wish to make our services accessible to everyone, so please let us know how we can best communicate with you.

Good communication is crucial to good healthcare. We do our utmost to provide support to patients with a sensory loss, impairment or disability through the use of:

- communication support
- alternative information formats

For example, we are able to:

- produce documents in large print, easy read or braille formats etc
- use text or email to send information or to book appointments, rather than call by phone, if this is preferable
- offer a portable hearing loop for use during clinic or home visits
- arrange support from an advocate or a communication professional, eg a British Sign Language interpreter

Please inform one of our receptionists or doctors about your information and communication support needs and preferences as soon as possible.

With your permission we will record this information on your confidential patient record so that all of our staff are aware of your needs.

If you wish, our doctors are also able to highlight your communication or information requirements when making written referrals on your behalf to other healthcare providers.

Thank you.