

**TAKE THREE  
TABLETS TWICE A  
DAY AFTER MEALS  
AND DO NOT USE IN  
CONJUNCTION  
WITH ANY OTHER  
MEDICINES**

## **Are you having trouble reading this?**

Now you know how a patient with a visual impairment feels

Taking care of our patients also means taking care of their information needs. Please use our new Accessible Information Guidelines and make sure you are being understood.

You can find the guidelines at:

- **[www.nhsggc.org.uk/accessibleinformation](http://www.nhsggc.org.uk/accessibleinformation)**
- **StaffNet**
- **By contacting your line manager**

GRUMÆINH HNG KILM  
HIU SHU **UNIMMUNISED**  
FUER SIK JE;LD 3LIK? DROIM  
**12-15** IMLK` **MMR** IMLK`  
KILM 4LIK? **4-5** IK LM` **MMR**  
CCISSU AEK/

## Don't understand?

Now you know how a patient who doesn't speak English feels

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# I CAN'T HEAR YOU

## **That's one message that's loud and clear**

Patients with a hearing impairment need information in a format that suits their needs

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**As you are aware, there is an exceptionally long wait for an appointment for Plastic Surgery and this has led to us setting up a waiting list initiative clinic. You have been placed on this clinic to reduce your waiting time for an appointment. This has removed you from the Patient Focused Booking process of which you were originally informed.**

**Should the above appointment be unsuitable or no longer required please contact the Appointments Department within 7 days to cancel or arrange an alternative date otherwise we will assume that you will attend, your waiting time guarantee will be affected if you alter this appointment out with the seven days. There is no need to confirm this appointment if you will be attending.**

**The appointment date is the earliest available. Your GP will not be able to arrange for an earlier appointment unless your condition deteriorates significantly. If, unfortunately, your condition does deteriorate significantly whilst you are waiting for your appointment, you should seek the assistance and advice of your GP.**

## **Well that's all clear then, isn't it?**

Failure to use plain English may confuse and upset patients

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