

Need help with communication?

Here's **five things the NHS MUST do** if you need help to understand information about your healthcare, such as if you need an interpreter.

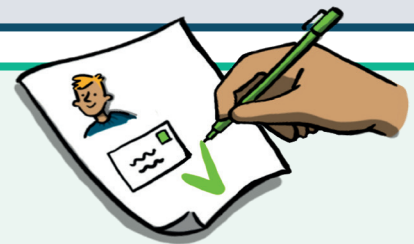
Check



You should be asked about your needs.

Record

Your preferences for communication should be recorded in your notes.



Visibility



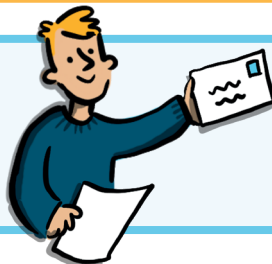
Your needs should be flagged to staff when they communicate with you.

Share

If you are referred, your needs should be shared with other services.



Meet Needs



Your needs must be met. The service should be communicating about your care, your way.

What if my needs are not being met? Let the service know! Contact the James Paget's Patient Advice & Liaison Service (PALS) at 01493 453240 or PALS@jpaget.nhs.uk.

You can also share your experiences with Healthwatch Suffolk... Feedback on www.healthwatchsuffolk.co.uk, or call freephone 0800 448 8234.

healthwatch
Suffolk