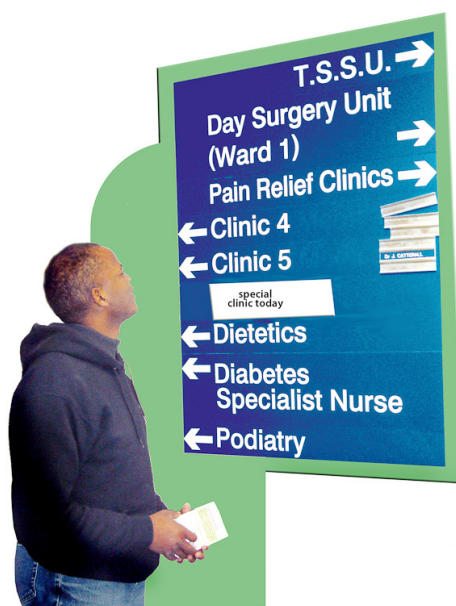


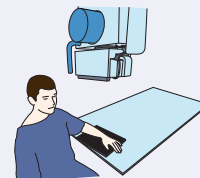
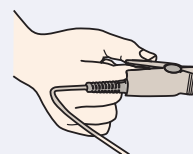
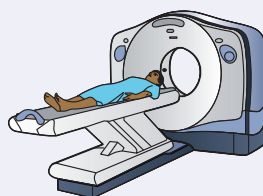
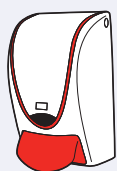
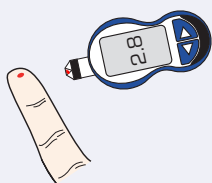
# Getting ready for my visit to hospital



Version 3 - June 2019



## An Easy Read guide to planning for your hospital appointment



The illustrations above are from The Hospital Communication Book. Sections of the book are free to download and use while you are in hospital.

Go to: [www.communicationpeople.co.uk](http://www.communicationpeople.co.uk)



South Tyneside and Sunderland  
NHS Foundation Trust

# Before your hospital visit

This booklet will help you get ready for your hospital appointment. Your support worker or carer should read through this booklet with you.

## The hospital will send you a letter

Jasmin Baines  
16 High Street  
Sunnyfield  
PT1 1AB



**It is important to read this letter with a support worker or carer.**

It will have a lot of information about your hospital appointment.

## Easy Read hospital appointment letter

John Smith,  
1 High Street  
Lincoln,  
LN15 8LH  
NHS number: 34565456  
X number: 12345678

**NHS**  
South Tyneside and Sunderland  
NHS Foundation Trust  
16th April 2015

Dear John

**You have an appointment at Sunderland Royal Hospital.**

Your appointment is at the Audiology Department.

**The date and time of your appointment:**

1.30pm on Friday 24th April 2015.

Please come to the Audiology Department at Sunderland Royal Hospital, Kayll Road, Sunderland, Tyne and Wear SR4 7TP

Please phone us on 020 8269 3300 if you can't come to the appointment.

Regards  
Jane Brown (Office Manager)

Easy Read letter created at: [www.newwebsite.org.uk](http://www.newwebsite.org.uk)

**You can create an Easy Read hospital appointment letter using our free online tool.** It's quick and easy to do.

The tool chooses the right pictures for you and puts them in the right place.

You may need your support worker or carer to help you to make a letter.

To use the letter tool go to:

- [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)



**Write important information here**

The name of the hospital:



The department you are going to:



The hospital phone number:



The date and time of your appointment:



**Acute Liaison Nurses**



**Sunderland Royal Hospital has Learning Disability Liaison Nurses.**

They can give you extra help.

They help hospital staff understand your needs.



**Contact the Learning Disability Liaison Nurses for support.**  
**Phone: 0191 5656256 ext 47146.**

## Different kinds of appointments

### Outpatients appointments.

You will talk to a doctor or a nurse. They may do some tests like blood pressure and blood tests.

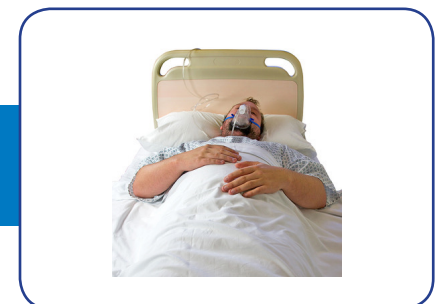
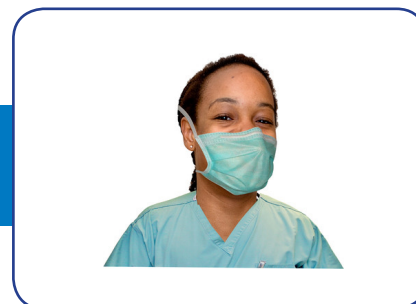
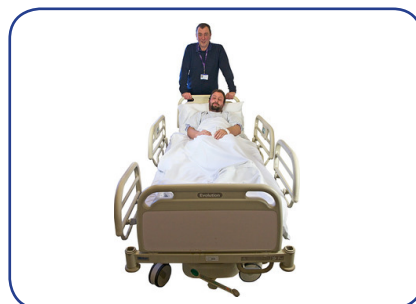


### Tests and treatments.



This is things like a scan or an X-ray.

### Day surgery.



This is when you have an operation in hospital and go home the same day. (Our 'Getting ready for your stay in hospital' factsheet will be useful).

## It is important to have consent agreed



**Your treatment may not happen if consent is not agreed.**

Consent is when you understand about the treatment and agree to have it.

## Visiting the hospital before your appointment

**This is a good idea for some people, but not for everyone.**

It may make some people feel more confused or worried.



**You may be able to visit the hospital before the day of your appointment.**

You can look around and meet the hospital staff.



**The staff can tell you more about what will happen at your appointment.**

You can see the equipment the hospital staff will be using.

It's a good idea to plan to do something nice after your hospital visit.



## Finding Easy Read information

There is lots of Easy Read information about going to hospital. There is information about different tests and treatments.



Easy Read information uses easy words and pictures.

The Easy Health website has lots of Easy Read information.

Go to: [www.easyhealth.org.uk](http://www.easyhealth.org.uk)



## Writing a social story

A social story is usually written for one person. It tells the story of your visit to hospital step by step.



A social story can help you to predict what will happen next so you don't feel so worried.

You can use your own photos to make your story personal to you.

Acute Liaison Nurses and Speech and Language Therapists can write social stories.

To find out more go to: <https://carolgraysocialstories.com/>



## Videos clips



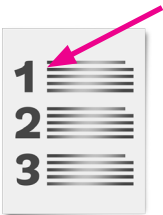
[www.youtube.com](http://www.youtube.com)

There are some good video clips of hospital treatments like scans on YouTube.

## Reasonable adjustments

Hospitals can make 'reasonable adjustments' to how they do things to make it easier for you. The law says they can do this.

Here are some examples:



**Putting you first on the list to be seen if you find waiting very difficult.**

Being given a longer appointment if you need more time to explain things.



**Finding you somewhere quiet to wait if you find the waiting room too busy.**

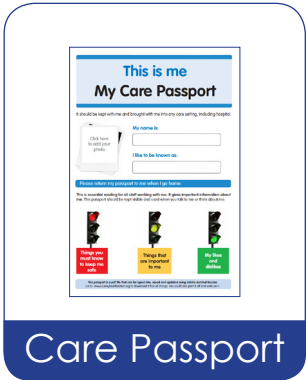
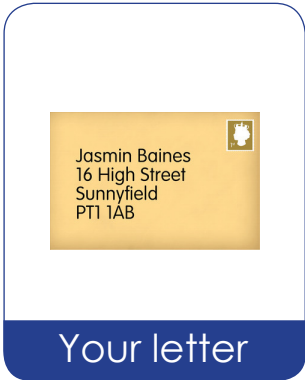
Some hospitals use pagers. You can go for a walk and they will beep you when it's your turn to be seen.



**Doing all your tests in one day instead of on different days.**

This can make things less stressful.

# Things to bring to your hospital appointment

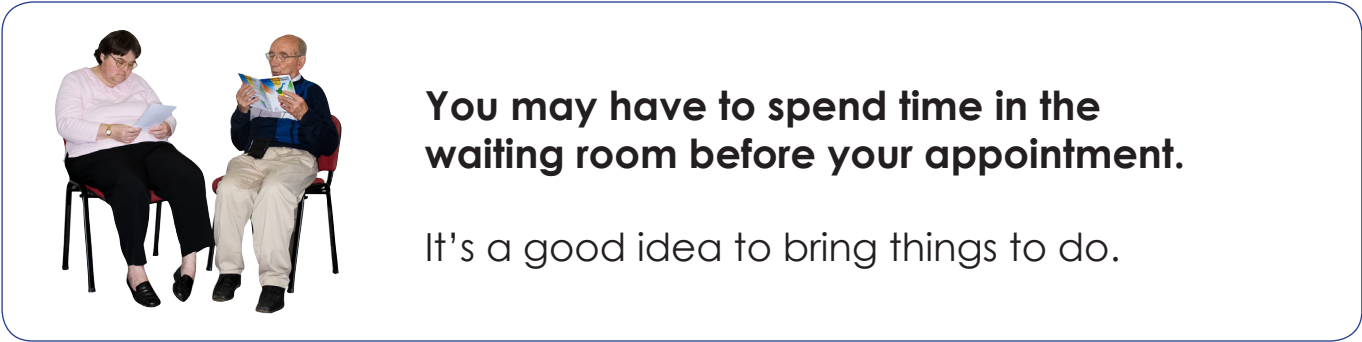


## Important papers to bring to hospital:

A care passport tells the hospital staff important things about you.

Print a care passport free from: [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)

# You can bring things to do while you wait to be seen.





# The day of your appointment

**Make sure you have everything ready to bring with you on the day of your hospital appointment.**

It's best to bring everything in one small bag.



## **Eating and drinking.**

Your letter should tell you if you are allowed to eat or drink before you come to hospital



## **Make sure you are clean.**

Have a bath or a shower the night before or first thing in the morning.



## **Plan your journey to hospital.**

You may need money for the parking machine. Bring coins with you.



## **When you arrive go to the main reception.**

They will tell you how to get to the department you are going to.

## Support at the appointment



**It's important that you have a support worker or carer who knows you well at your appointment.**

The Acute Liaison Nurse may also be able to support you at hospital.



**If you need to have treatment you will be asked if you agree to it.**

Your support worker or carer will help you to understand your choices.



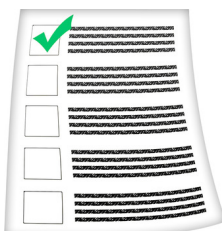
**They can help you stay relaxed.**

They can help to make sure that you don't miss your name being called out.



**They can help you to understand what the hospital staff are explaining.**

They can help you explain things too.

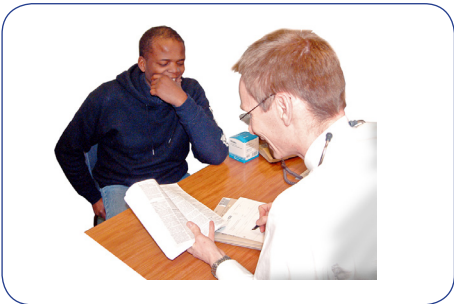


**They can help you to understand what you need to do after your appointment.**

# After your appointment

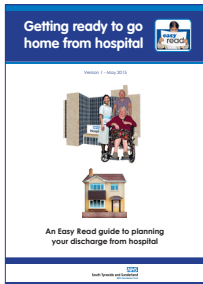
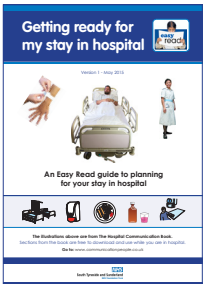


The hospital will tell you if you need someone to stay with you at home after you leave hospital.



The hospital will tell the doctor your results and what will happen next.

## Other useful 'Getting Ready' factsheets



### Getting ready for my stay in hospital

Useful information about staying in hospital.

### Getting ready to go home from hospital

Useful information about being discharged.

Download them free at: [www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)

## Complaints

If you feel you have been treated badly or unfairly you can complain.



Talk to the nurse on your ward or the Help and Advice Service at the hospital.

## Using this booklet

This factsheet can be downloaded free of charge from our website:

[www.sunderlandactionforhealth.co.uk](http://www.sunderlandactionforhealth.co.uk)

  
**Sunderland**  
**Clinical Commissioning Group**

This factsheet was developed for Sunderland Clinical Commissioning Group by The Learning Disability Liaison Nurse Team based at South Tyneside and Sunderland NHS Foundation Trust.

With thanks to South Tyneside and Sunderland NHS Foundation Trust.

  
**South Tyneside and Sunderland**  
NHS Foundation Trust

- Easy Pics imagenbank © The Clear Communication People Ltd
- Some photosymbols used - go to [www.photosymbols.com](http://www.photosymbols.com)

## About Easy Read information

Easy Read information using larger print, easy words and pictures to make information easier to understand. Easy read is a summary of the key points. Whilst it is useful to help people understand complex subjects it should not be relied upon solely in the process of supporting people to make decisions about their health care and treatment,

Developed from the original factsheet designed by The Clear Communication People Ltd as part of a project funded by The Learning Disability Partnership Board in Surrey.