



**ANNUAL CONFERENCE 2009 – HEALTH**

**ACTION PLAN – HOSPITALS**

**1. COMMUNICATION**



- prioritise (say which is the most important) things to go into Easy-to-Read
- share all material with the Community Hospitals so we use the same in all our hospitals
- put the hospital logo on all appointment and other letters so it is clear it is about your hospital care

**2. SIGNS**



- improve signs; link signs with pictures/information on letters that go out.
- make sure we have clear signs for the most used clinics

**3. STAFF TRAINING**



- raise staff awareness of learning disability
- have link nurses/staff members in wards/departments
- get feedback on how it was from patients before they leave.