

Pre Hospital Communication App



Alison Johnstone, Patient Experience & Community Involvement Manager
Leanne Hawker, Head of Patient Experience & Community Involvement

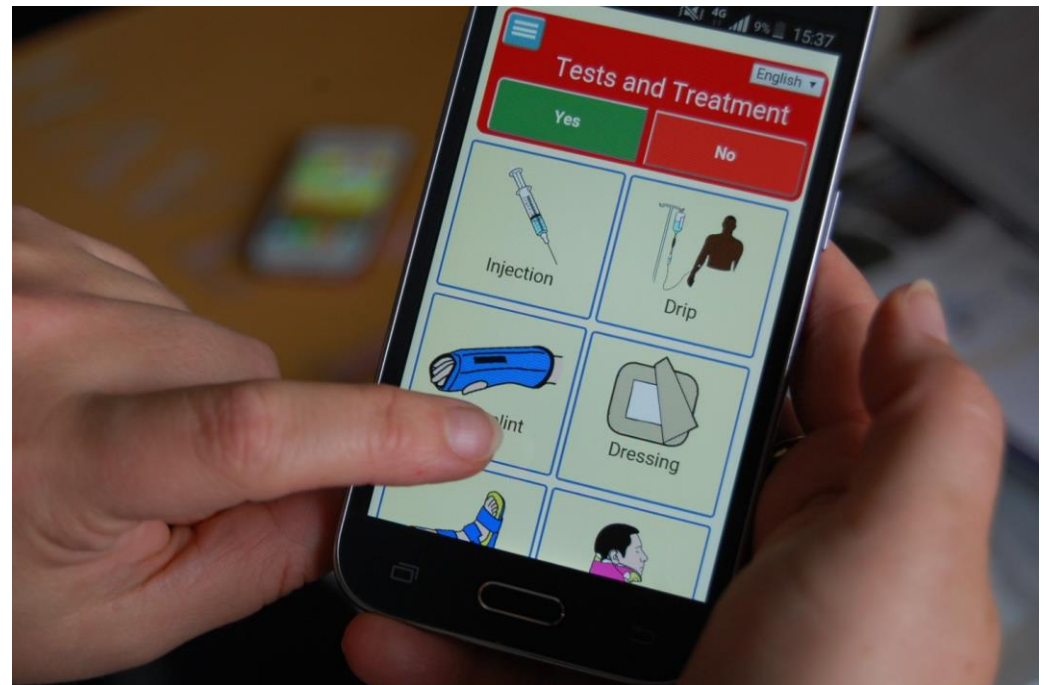
Background

- Very little work undertaken to:
 - look at barriers people face when accessing our services
 - how we communicate effectively with people
- 2011 - Pre Hospital Communication Guide developed by London Ambulance Service and the Clear Communication People Ltd
- 2013 - Welsh Ambulance Services created bilingual version in partnership
- Held consultation about developing a Guide for Wales



Development, consultation & engagement

- Identifying someone to develop the App
- Engaged with different communities about its development
- Long consultation on different draft versions



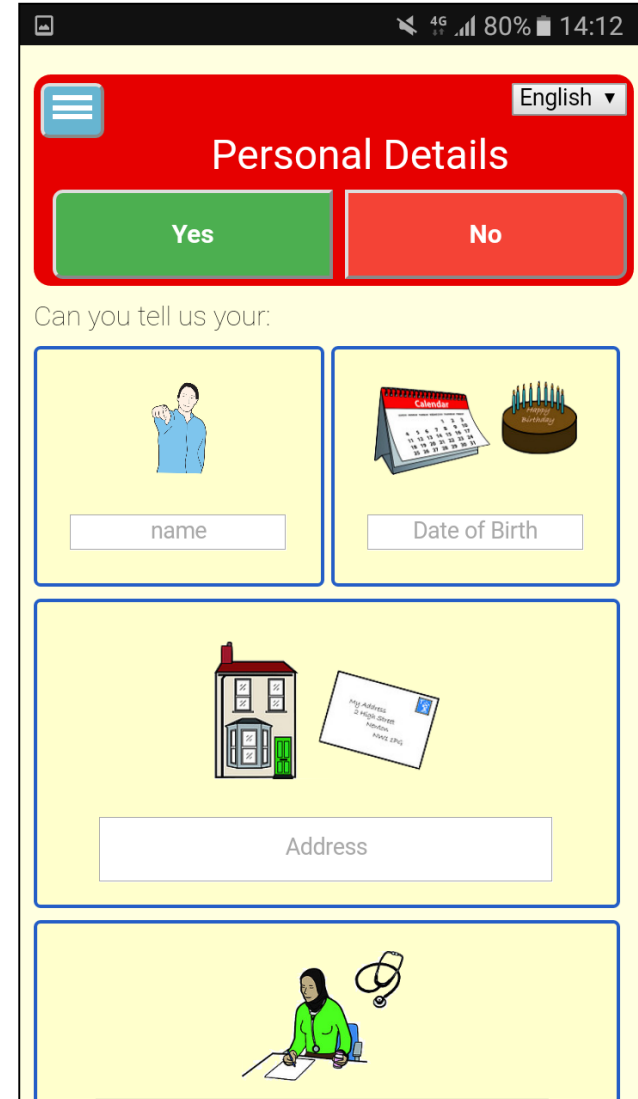
About the App

A person may use a mixture of speech, gesture and pictures to communicate.

The App uses images and a small amount of text to help you find out important information about someone or what has happened if they have had an accident.

You can use the App to identify if the person uses a specific communication method or the language they speak.

You can save some basic personal information such as name, date of birth, address, GP name and address



English

Personal Details

Yes No

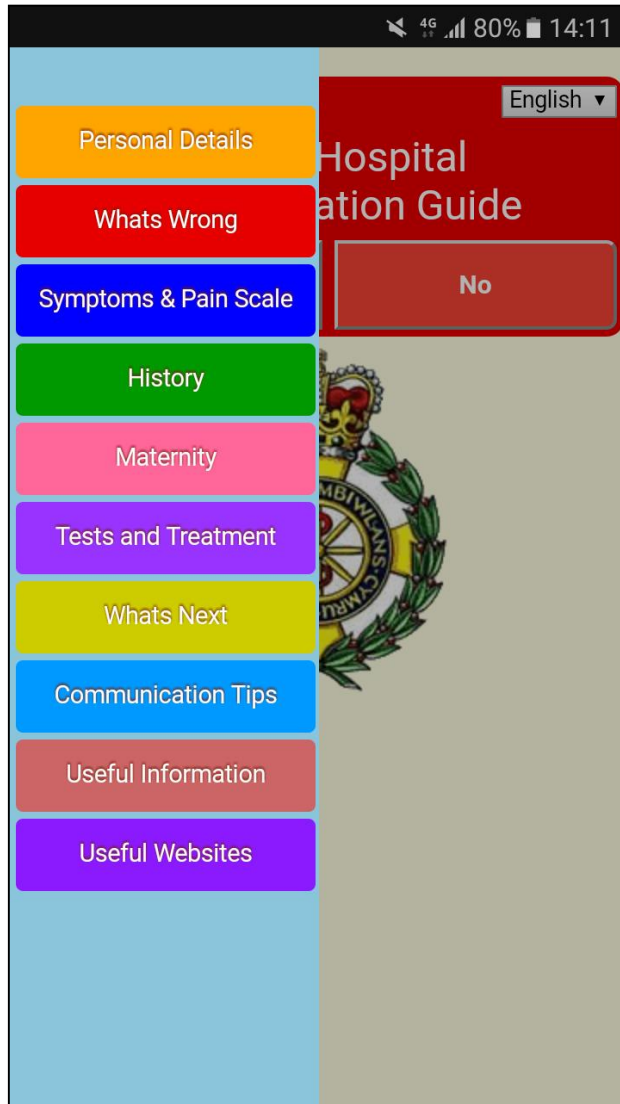
Can you tell us your:

name

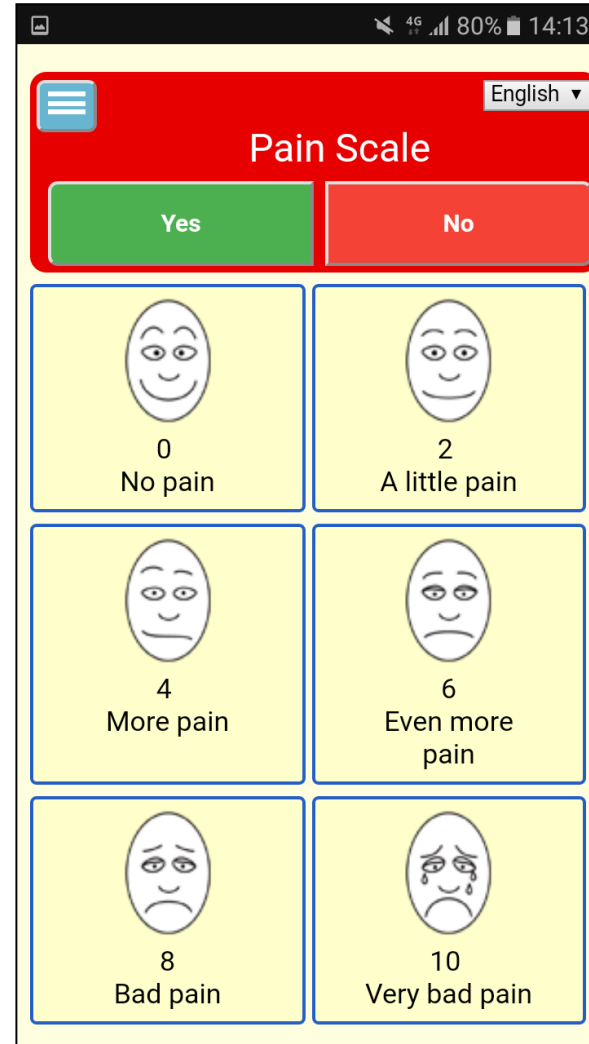
Date of Birth

Address

Features



Features



Downloading the App

Anyone can download and use the App for free!

Its available on iOS, Android and Blackberry.

- **iOS - search for 'PreHospApp'**
- **Blackberry – search for 'pre hospital app'**
- **Android – search for 'Pre-Hospital Communication App'**

Next steps

Information about the App on www.ambulance.wales.nhs.uk

As well as a range of other resources including:

- Information in other languages
- Deaf & Hard of hearing section

