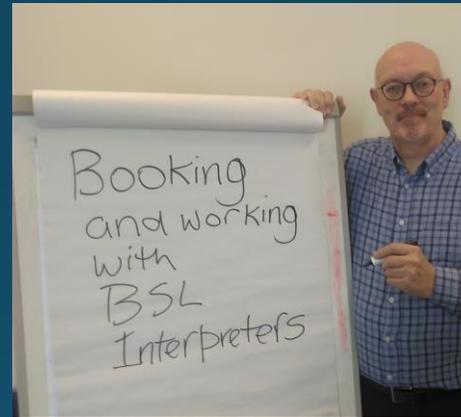


**Working in
partnership to
improve access to
health services...**

Welcome everyone!



Dr Gareth P. Morgan, FRSPH
Strategic Partnerships Manager
Hywel Dda University Health Board



John Gilchrist
Training Manager
Aspyre Training and Communication Services Ltd



About HDUHB

- Serves population of 375,000
- West Wales and covers 3 counties
- 4 main hospitals and > 50 GP practices
- Urban and rural population



Sensory loss standards implementation group

- Partnership with a range of organisations
- First meeting held in September 2013
- Covers all aspects of sensory loss issues
- Set up in response to the standards



Sensory loss standards for Wales

- Initially published summer 2013
- Covers a range of related themes
- Is part of NHS outcome framework
- Annual sensory loss awareness month



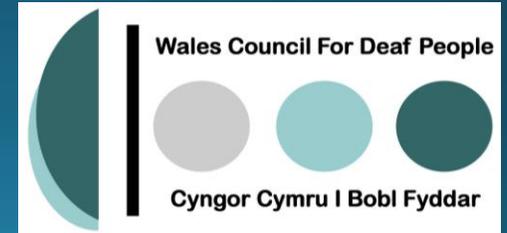
The HDUHB experience

- Based on openness and transparency
- Predicated firmly on partnership
- Includes 'walk and talk' programme
- Sensory loss friendly awards scheme



Communication support

- Historically, was a mixed situation
- Potential for confusion and difficulty
- Needed to be rationalised
- MoU with WCDDP introduced



‘A win – win’ situation

- Benefits the people using service
- Draws on expertise of WCDDP
- Simplifies system within HDUHB
- Good value for public money



The booking 'mechanics'

- Need identified with the individual
- System in place – 'global' with HDUHB
- Booking made with WCDDP by HDUHB
- Procurement have set up code for it



All about relationships.....

- HDUHB works in partnerships
- WCDP valued and trusted partner
- Credibility with D/deaf community
- WDCP also delivered training in HDUHB



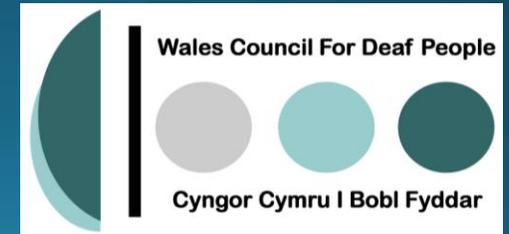
So why is this important to HDUHB?

- Quality of services to D/deaf community
- Communication essential and important
- Delivery of the sensory loss standards
- New Acts & Population Needs Assessment



Let me introduce John Gilchrist...

- Currently John works as Training Manager for Aspyre Training and Communications Services.
- He also works with a number of WCDDP support groups across Wales.



About Wales Council for Deaf People

- WCDP is over 60 years old.
- We are an umbrella organisation bringing together groups, organisations and other interested parties to promote and protect the rights of people with hearing loss.



About Wales Council for Deaf People

- In 2016 we launched our social business **ASPYRE** which handles all our training and the work of our communications agency.
- **WCDP** continues in its traditional role...
Campaigning for and supporting the needs and rights of people in Wales with all forms of hearing loss.



About Deafness

- There are approximately 3,000 people in Wales whose first language is BSL.
- About 575,500 people in Wales have some degree of hearing loss.



About Deafness

- Currently, **1 in 6 people** in the UK (**11 million people**) have hearing loss.
- By 2035 that figure will increase to **14.5 million** and **1 in 6** will become **1 in 5.**



Communication issues for deaf people

- Deaf people often face huge barriers to effective communication.
- Most BSL users need the support of BSL interpreters.
- Some deaf people don't or can't use BSL, so important to ASK...



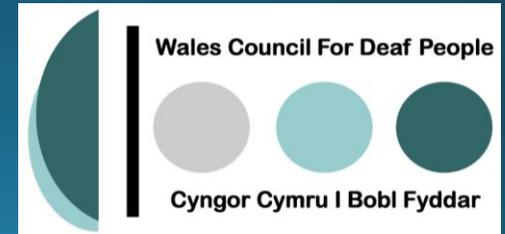
Communication issues for deaf people

- Access to BSL interpreters is vital in medical settings for clear communication.
- Interpreter of choice is especially important to patients.



Our work with Hywel Dda...

- Our agency provides BSL interpreters for Hywel Dda across primary and secondary care settings.
- We can also provide Deafblind interpreters, lipspeakers, note takers and palantypists.



Our work with Hywel Dda...

- Both our organisations appreciate the importance of providing interpreter of choice whenever possible.
- WCDDP/Aspyre works closely with interpreters and clients across Wales.



What can WE all do to help?

- Training your staff in some simple techniques to facilitate communication can have a massive impact.
- Asking people what their communication support needs are is KEY! Too often we make wrong assumptions... or never ask.



What can WE all do to help?

- As individuals we need to be aware of the difficulties caused by hearing loss and support colleagues/clients/patients.
- We need a work culture in place where people don't need to hide their hearing loss or fear its impact on their career or future employment.



WCDDP/Aspyre can help you with...

- Deaf Awareness Training
- Sensory Loss Awareness Training
- Sign Language classes
- Lipreading classes
- Supply of assistive equipment



What probably helps most?

Educating people
about **hearing loss**



Any questions?



How to contact Wales Council for Deaf People and Aspyre...

Tel: 01443 485687

Text: 07572 023052 / 07984 552242

Email: mail@wcdeaf.org.uk

Website: www.wcdeaf.org.uk

Also, see us on Facebook and Twitter

