

# The Royal London Hospital - Access



# Mile End Hospital - Access



# **Access to the RLH and MEH for our communities with disabilities**

We know we have more work to do at the RLH and MEH to ensure all our communities with disabilities are well served. We would welcome the opportunity to work with the Local Authority in understanding how we collaborate on these improvements to ensure Tower Hamlets becomes recognised as a disability friendly London Borough.

# **Access to the RLH and MEH for our communities with disabilities**

We have been asked to answer the following questions for the committee. To provide details/ clarity on the scope of the disabled people's access to health care:

## **What's the physical infrastructure of our health care facilities?**

- All our newly refurbished areas and all new builds have to conform to Part M Building Regulations. Barts Health employs Clinical Planners who sign off all new areas in terms of accessibility.

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**What are the communication channels catering for individuals with hearing and visual impairment, how is the information presented in alternative formats?**

- We at the RLH have designed an email address for Deaf and Hard of Hearing Patients. We now need to ensure uptake is monitored. Our Outpatients Team have also devised a webchat function. All staff have access to BSL services. All departments have access to a hearing loop and it is linked to the Part M Building Regulation for reception desks to have them (therefore requiring all our reception staff to understand the use).

**What is the level and quality of training received for healthcare staff in terms of engagement with the needs of various disabilities?**

- All our staff are obliged to do Equality & Diversity Training as part of Statutory & Mandatory. Staff are also offered specific dementia and deafness training. We will review uptake.

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**What's the availability and use of assisted technologies and how they are maintained to ensure patients with disabilities can access health care services?**

- In respect of the built environment, all refurbishments and new builds have this to pass Building Regulations – Part M. However, we need to ensure our sites are compliant.

**What's the waiting areas design i.e. seating, signage, and navigation aids?**

- This comes under Part M building regulations. We also had until recently a specifically trained person in Vital Arts who led on interior design.

**Are there systems in place to identify and address unique needs of patients with cognitive or development disabilities when interacting with healthcare services?**

- As mentioned above we have systems in place with building regulations but we recognise we need to review what is in place, utilisation and to identify any gaps.

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**What efforts are made to ensure medical information and instructions are in accessible formats, suitable for patients with different disabilities?**

- Barts Health is working towards compliance with the Accessible Information Standards.

**What's the use of designated staff or resources to assist patients with disabilities in navigating administrative process i.e. appointment scheduling and paperwork?**

- Each of our hospital sites has an LD nurse. We will review our capacity to meet the needs of our community.

**How are the healthcare services proactively promoting awareness about disability access and inclusivity amongst staff and wider community?**

- Barts Health works with a trusted partner, AccessAble, to map every patient accessible area on all 5 hospital sites with the specific target group being people with disabilities /different abilities. These access maps are available as a direct link via both the Trust website and the intranet.

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**What feedback mechanism is used for patients with disability to report any challenges they face in accessing in health care services and how is this feedback used to improve services?**

- We primarily use the Friends and Family Test, however we recognise we need to do more and would welcome the opportunity to work collaboratively on how to capture feedback more meaningfully.