

## DEAF/BSL COMMUNITY HTP FOCUS GROUP ACTION LOG

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
<b>26th September 2024</b>						
BSL1	26/09/2024	Julia Clarke to feedback to SECC and suggest the addition of a text machine to supplement the intercom for those visitors with hearing/speech difficulties.	Julia Clarke	17/10/2024	SECC advised they would not be able to adjust barriers but would advise all attendees to contact them in advance of any meeting if they have any special needs. Any future HTP focus groups will arrange for someone to be present at barrier to support	Completed
BSL2	26/09/2024	Julia Clarke will check with the Estates team to check what facilities and alarms there are currently in the Trust public toilets.	Julia Clarke	17/10/2024	All our toilets, both staff and visitor ones, have smoke detection and combined alarm units, we are currently undergoing an upgrade and the new detectors have flashing red strobes as well as sounders.	Completed
BSL3	26/09/2024	Julia Clarke will contact the radiology department to identify what support is currently available. It may in the department be helpful for a simple poster to be displayed informing patients that they may experience noise and that this is a normal part of the process.	Julia Clarke	30/11/2024	Anna Martin contacted for information. Helen Williams investigating and will update. Helen Williams responded: Currently, there is a leaflet sent out with each letter explaining what an MRI scan is, along with a number of other details (including the noise). We don't have any specific leaflets for patients with hearing difficulties, but patients are given ear plugs to protect the ear drum from the noise. I would expect that conversation to happen with every patient prior to scan as it is a significant noise. We are in the process of reviewing this leaflet and updating it. However, I will pick this up with the superintendents.	Completed
BSL4	26/09/2024	Ed Rysdale will confirm with all departments the correct information is held within the reception areas.	Ed Rysdale	17/10/2024	All Departments hold correct information	Completed
BSL5	26/09/2024	Julia Clarke to liaise with the Trust engineers to check if the two sounds for the fire alarm is part of a national alarm system.	Julia Clarke	17/10/2024	In Hospital environments we have a system that we call progressive evacuation. If we have a fire in a compartment i.e. a Ward, the fire alarms in that area are constant, and we evacuate that Ward. The adjacent Wards/Common areas have an Intermittent alarm signal. The Strobes will activate with the sounders. If the Fire intensifies, then the surrounding areas will go into full alarm.	Completed
BSL6	26/09/2024	Julia Clarke to check with Adam Ellis-Morgan in HTP around lift display units.	Julia Clarke	17/10/2024	In the event of an entrapment by a lone deaf and / or mute passenger the passenger would press the alarm button for 5 seconds as directed by the sign in the lift, the button lights up to confirm its operation. This places a call direct to the rescue service (in practice this will be to the hospital reception or security). Once the call commences a yellow pictogram illuminates on the car operating panel. On receipt of the call the auto-dialler gives the lift ID and location to the call receiver as an audible message and then allows 2-way communication with the lift. At this point a green pictogram lights showing that voice communication is in progress and that the call is being responded to. An induction loop system is specified also to provide support for passengers with hearing difficulties	Completed