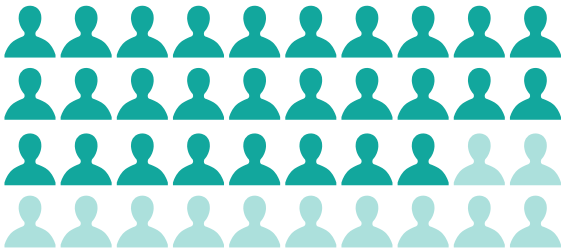


ACCESS TO DOCTORS FOR DEAF PEOPLE



What is it like?

70% Of Deaf people said their GP is **not** Deaf accessible



57.5% 


Of Deaf people, between the ages of 18-99, rely on a hearing relative, spouse or friend to book their Doctors appointment for them over the phone.


27/40 Deaf people said,

they prepare a note and deliver it by hand to the reception at their Doctors to book their appointment due to communication barriers.

50%

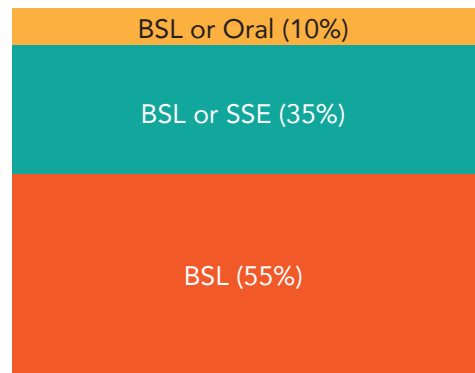
Of Deaf people aged over 65 said their GP Doctor changes regularly, which leads to confusion, and the lack of consistency makes communication even more difficult.

 **What is already good?**
17.5% of Deaf people are comfortable using an app or online portal to book their GP appointment.

 **What is not so good?**
35% of Deaf people said they'd prefer to be independent and book their own GP appointment rather than rely on a hearing person to do it for them.

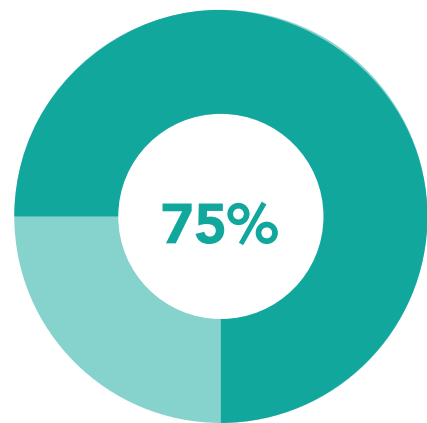
 **What needs to improve?**
47.5% of Deaf people said that booking their GP appointment made them feel a negative emotion or that they associate it with a previous negative experience.

We asked Deaf people how they prefer to communicate, here's the outcome...



- - British Sign Language
- - British Sign Language or Sign supported English
- - British Sign Language or Oral

75% of Deaf people find it **difficult** to make their Doctors appointment



100%

Of Deaf people aged 18-25 years said that barriers when booking their GP appointment made them feel either **frustrated**, **confused** or **reliant**.

Here's some feedback and ideas for improvement from the Deaf community...

“
“The NHS online is a bit complicated and hard to use as it's in English and I'm a BSL user.”
”

“It would help if all staff were taught some basic BSL, even just a little bit.”

“Staff aren't always Deaf Aware. It's difficult to hear my name being called in the waiting room. Staff often forget that I am Deaf.”
”

Did you know?

Deaf individuals born in the UK often learn BSL as their first language. Only about ***13% of Deaf children speak English as a second language**. Since BSL and English differ greatly in grammar and structure, reading English can be challenging for some Deaf BSL users. Imagine having to speak BSL fluently every day—that's the reality many Deaf people face in a predominantly hearing society.

The statistics and research within this report is based on studies, questionnaires and feedback completed by 40 Deaf people living in the county of Kent in the UK between the ages of 18yrs - 99yrs. The report research was funded by the 'Lottery community fund', organised by 'Kent Coastal Volunteering' and obtained by 'Palm Deaf BSL Training LTD'.
 *Statistic extracted from NDCS (Nation Deaf Children's Society) reports.