

Handout 7:

Reasonable adjustments

- ▶ Ask for longer appointments.
- ▶ Ask for the first or last appointment.
- ▶ Ask for the person to be seen in an environment that is comfortable for them.
- ▶ Create a calmer, quieter environment.
- ▶ Show that you value people by involving them in the appointment.
- ▶ Keep sentences short and use easy language.
- ▶ Allow time for people to process information and respond to you.
- ▶ Involve family and carers.
- ▶ Get help – hospital passport; communication aids; Easy Read material.
- ▶ Be prepared for appointments – know why you are going, what information to take and bring any communication aids or favourite objects that will help the person to feel relaxed and be able to engage with the appointment.