

2 Introducing Easy Read Clinic Letter to Community Intellectual Disability Clinics in Oxleas Trust

Dr Betty Clarkson Dr Kat Levick Jeff Miles

Aims: To develop introduce easy read letters to Community Adult Learning Disability clinics in Oxleas Trust **Hypothesis:** Introducing easy read clinic letters will improve patient (and carer/ family member) experience of the service.

Background: Within our service we aim to involve and empower our service users in regards to their care. Additionally, we aim to communicate with and involve service users with reasonable adjustments to improve care and ensure that our service is accessible. There have been many drives within the trust in order to make written information accessible including a 'Can We Understand It?' group and a range of easy-read materials on the trust website. We routinely send out easy-read clinic invitations. One area in which our work could be described to be the opposite of 'easy-read' are clinic letters. These are both addressed to the GP and full of complex language and medical terminologies. Not only are the clinic letters potentially inaccessible and of limited use for service users themselves, but their support workers, carers and families too. Clinic letters are likely difficult for those supporting service users to understand or convey to the service user.

Methods: We hope to develop an easy-read clinic letter template. Completed versions can be sent to service users and those who support them when this is consented to or in their best interest. We hope to develop the easy read template and a guide for its use with the involvement of Service users though 'research net'- Service user involvement group Carers, support workers and family members 'Can We Understand It?' group Accessible Information Standard Guidance The trusts' Patient Information Project Worker MDT including SALT and psychiatrists Liaison and collaboration with other clinicians who have experience of implementing easy-read clinic letters

Results: Project in progress **Conclusion:** Project in progress