

# Tips for communicating and providing services for people with sight loss

- Provide information in the preferred accessible format of the patient.
- Be proactive, ask if someone requires assistance – don't wait for them to ask you.
- Tell the person who you are, use your full name and explain your role in their care.
- Speak to the person directly, do not speak to someone else with them on their behalf.
- In a group setting introduce all the people present and explain why they are there.
- Use accurate and specific language when giving directions.
- Where systems are visual, such as appointment times on a screen, ensure another system is in place for people with sight loss and comply with it.
- Share information with other professionals involved in the person's care eg. 'flag' medical records.
- Include people with sight loss in patient representation groups.
- Ensure people with sight loss are consulted on building re-design or system changes.
- Work with specialist voluntary organisations to target health messages and services and ensure information on managing long term conditions is available and accessible.
- Ensure labels are not placed over the braille on prescriptions.