

Helping us to care for you – An easy read guide



At Guy's and St Thomas' hospital we want to look after you in the best way we can.

To do this we will ask you to give us some information about yourself.



This will include questions that will help us to talk to you and questions that will help us to care for you.



We may need to double check that the information we already have about you is up to date and correct.

This is so we have all the information we need to care for you properly.



We might ask you if there are any foods you can not eat or if you follow a religion.

This is so we can make sure we care for you in a way that suits your needs.

What if I need help talking to or understanding staff?



If you need help to talk to our staff, we can arrange some support for you.

If there is something that you do not understand, we can help you with this too.

Some examples of the kind of support you might need are:



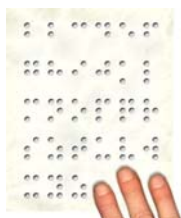
- British Sign Language (BSL)



- an interpreter who speaks your language

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- information written in your language



- Braille



- easy read leaflets



- large print leaflets

What if I need other kinds of support?

Staff can also offer support with other needs, such as:



- help with getting in, around and out of buildings



- care from staff who are the same sex as you



- finding a quiet place to think or pray while you are in hospital.

Who will see information about my needs?



Information about your needs is confidential. Only the hospital staff looking after you will see this information.

Information about you will only ever be shared with people who need to know.



Guy's and St Thomas' NHS Foundation Trust

Phone: 020 7188 7188

Patient Advice and Liaison Service (PALS)

To make a comment or a complaint about the hospital, please call the PALS office.



Phone: 020 7188 8801 (St Thomas')

Phone: 020 7188 8803 (for Guy's)

Email: pals@gstt.nhs.uk



Mencap offers support and advice for people with learning difficulties and their families and carers.

Phone: 0808 808 1111

Email: help@mencap.org.uk