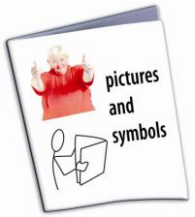


Top Ten Communication Tips.



- 1. Do not use medical jargon**
 - use straight forward simple language



- 2. Use Pictures and drawings to help explain**
 - use surrey communication book on all wards



- 3. Use family or carer to support patient**



- 4. Listen to the patient and observe body language**



- 5. Look people in the face; make eye contact, so patient can read your expressions**



6. Use gestures and sign language to help explain or try objects of reference eg when asking if someone wants a drink use a cup to demonstrate



7. If patient wears a hearing aid or glasses make sure they are on before communicating with them



8. Be respectful, polite and helpful
- do not shout or patronise



9. Give patient and family time to ask questions



10. Contact the Acute Liaison Nurses for Learning Disabilities for advice -01872 252875, or via netpage