

# Need help communicating?

The NHS must follow these **5 steps** if you have a **communication need** (eg. a BSL interpreter, language interpreter, or information in braille)

## The NHS must:



**CHECK**

**1**

**Check** if you have any communication needs



**RECORD**

**2**

**Record** those needs on your health records



**VISIBILITY**

**3**

**Ensure** those needs are easy to see on your records



**SHARE**

**4**

**Share** those needs with other health services, if you are being referred



**MEET NEEDS**

**5**

**Make sure** those needs are met as part of **ALL** your care

**If this doesn't happen, you have the right to complain.**

tel: (0151) 247 6454 email: [complaints@liverpoolccg.nhs.uk](mailto:complaints@liverpoolccg.nhs.uk)