

Information for Patients

Reasonable adjustments

What is a reasonable adjustment?

Reasonable adjustments are specific measures put in place to enable you to attend your appointment and to make the experience before, during and after the best that we can.

What reasonable adjustments can we offer?

- **Appointment time**

Where possible we will offer a time to suit you, be that earlier in the morning or later in the afternoon.

- **Type of clinic**

We offer a specifically designed paediatric Learning disabilities and Autism clinic at Altrincham General Hospital (AGH). This is designed to ensure a quiet waiting space, separate consulting room and longer appointment time. Including access to the sensory room.

- **Pagers**

At Manchester Royal Eye Hospital (MREH), we can offer a patient pager. This will allow you to leave the waiting area and go the atrium or café. We will buzz you back when it is your turn to see the next clinician. This avoids having to wait if the waiting room is busy and noisy without missing your turn.

- **Storyboards**

We have storyboards for all our orthoptic clinics at MREH, Trafford General Hospital (TGH) and AGH. This allows you to visualise what the clinics look like and what might happen at your appointment.

Orthoptist



One of our Orthoptists will call your name

You may see a Male or Female Orthoptist

- **Communication Passport**

We offer a communication passport which tells us all about you. This will help ensure we are aware of communication preferences and any likes or dislikes. This can be sent out before the appointment or filled out on the day. It can then be uploaded onto the HIVE record.

Manchester Royal Eye Hospital [please place in front of patient's notes]

My Communication Passport

Name: _____ DOB: _____ Hospital Number: _____ Diagnosis: _____

Communication - To communicate and/or understand information I need					
Spoken language	Communication aid	Extra time	Symbols	Other:	

Things I like – Things I like that help me

Sensory play	ipad	Other/My interests:	

Dislikes - Things I find difficult that make me anxious, upset and maybe act differently:

Touch/Sensory Overload	Too many people	Waiting	Other:

Pain - When I am in pain I will

Point on body	Scream	Hurt self	Don't know	Other/comment:

Manchester Royal Eye Hospital [please place in front of patient's notes]

Name: _____ DOB: _____ Diagnosis: _____

Reasonable Adjustments Arrangements to help me cope better in hospital	Needed	Not needed
Other:		
School: Is this a Special School or a Mainstream School? (please circle)		
Other helpful information to help you care for me:		

- **Pre visit**

If you or your child feel apprehensive about your appointment or if you are coming in for surgery, we can arrange a pre visit to the department or ward. This will enable you to see what it looks like and ask any questions that you might have for your upcoming appointment.

- **Reasonable adjustment electronic form HIVE**

We have a dedicated electronic form on the patient records where we can add any specific reasonable adjustments which will help make your visit easier and aid hospital staff, ensuring you have the best possible experience.

- **Flag**

We can add an alert flag to your hospital record to ensure all hospital staff who view your record are aware that you may need reasonable adjustments.

- **Ear defenders**

We have ear defenders available to borrow at all of our clinics to help reduce sensory overload. Please ask at the reception and we will gladly lend you a pair.



- **Sensory Room**

We have a dedicated sensory room for any patients attending their eye appointments at AGH. This is equipped with comfy seating and sensory lighting and various sensory equipment. It can be used as a waiting space prior to an appointment or for testing in. We soon hope to have our second sensory room available at MREH.



- **Fidget box**

We have a fidget box available whilst patients wait or for use during an assessment. This helps to reduce anxiety and fulfil sensory needs. It includes fidget spinners and poppers and other similar items.

Special Educational Needs (SEN) schools

If your child attends a SEN school in the Greater Manchester area, we can liaise with the community orthoptic team to see if they can have their orthoptic assessment in the familiar environment of school, to limit disruption to routine.

If you would like further information please do not hesitate to contact us on (0161) 701 4882 Monday-Friday 8.30am – 4.30pm or alternatively email autism.clinich@mft.nhs.uk