

Booking an appointment to visit my doctor

Booking appointments for your doctor can be hard! If you don't use the telephone, and your doctor's surgery don't have other ways to book, it can be frustrating.

my life health
my

Lots of deaf teenagers have to rely on friends or family to make an appointment for them, or they have to go to their surgery in person to book.

Being able to book appointments yourself will help you feel more confident and learn how to do things by yourself! This is really important for your future. Do you want to still be going to the doctor with your parent when you're 55?

“What we want is to be treated as equals.”

Top Tips

- 1 Find out what your doctor's surgery offers** – many now have online booking systems, or allow booking by text message or email. If they don't do any of these, ask if they can!
- 2 Tell your doctor's surgery what you need!**
What will support you?
- 3 Explain what you need to make booking appointments easier** – for example, offering a text, online or email service if they don't already.
- 4 You deserve equal treatment.** Remind your doctor's surgery that **it's important you are treated the same as everyone else.**
- 5 Find out what services are available to help deaf people in your local area** – they might have useful information for you.
- 6 If your doctor tells you they are going to refer you to the hospital** or another service, remind them to put on the **referral letter that you need an interpreter** so that the hospital books one for your appointment.

Use BSL?

Need a sign language interpreter for your appointment? You don't have to rely on friends and family! Check out this video to find out how to book an interpreter
buzz.org.uk/mylifemyhealth

ndcs
every deaf child



The law
The law says that all health services – like your doctor's surgery or hospital – have to ask what extra things they can do so that deaf people like you can get the health services you need.

Want more information?

Signhealth

Useful information about healthcare for BSL users.

Check out our videos for BSL users on the Buzz: buzz.org.uk/mylifemyhealth.

[#mylifemyhealth](https://twitter.com/mylifemyhealth)

Can't use the phone to book?

Tell your doctor's surgery the things they can do to make booking an appointment easier for you. For example, by giving you the option to book by text, online or by email.

Your rights

You have a right to be involved in discussions and decisions about your health and care, and to be given information to help you to do this.

Your doctor is responsible for making sure communication support is available for you.

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It should be easy to get help from your doctor's surgery, no matter what support you need. This includes making sure that your deafness doesn't get in the way of booking appointments.

Unhappy with your doctor?
If you are unhappy with your doctor you could consider changing to another.