

# RNIB Cymru

## Engaging with Blind and Partially Sighted Patients

### Top Ten Tips

Only a small percentage of people who are registered blind or partially sighted can see nothing at all. Different eye conditions can be affected in various ways especially by changes in lighting for example, so people can see to read but not to walk around safely without help. (Patient Focus)

#### 1. Blind and Partially Sighted People

- Not everyone with sight problem carries a white cane or uses a guide dog
- Many people with sight problems have some useful vision but still welcome assistance
- Some people have difficulty with both sight and learning
- Some wheelchair users also have sight problems

#### Information

2. For patients who are unable to read standard print, it is important to find out their preferred format e.g. large print, audio tape, telephone, Braille, on disk or email

3. Ensure that your information follows the clear print guidelines e.g. you set your computer to default type face Arial font size 14 (For further information contact RNIB Cymru)

4. On all your information ensure the following sentence is placed in large print size 20:

“If you require this information in accessible formats e.g. Braille, large print, audio CD etc then please contact us on \_\_\_\_\_”

5. To ensure your information is transcribed into Accessible Formats e.g. Braille, audio CD etc contact RNIB Cymru Accessible Learning Information Centre Transcription Department.

## 6. Reception and Appointments

- Always Introduce yourself giving your name and title
- Ask if any assistance is required
- If necessary guide your patients to a vacant seat or appropriate room
- If forms are required to be filled in offer assistance
- Inform the patients of the system for being called for their appointment

## 7. Handy Equipment



Signature Guide



Thick Black Markers



Bump On's



Typoscope

### Signature Guide

Durable plastic device to help you write your signature in the appropriate place on legal documents, cheques and letters etc. Simply write within the rectangular cut-out window shown by the black surround.

### Thick Black Markers

This will support when writing appointments on appointment cards or telephone numbers etc. Cost around (pack of three for £1.00)

### Bump On's

Provides aid in marking everyday items (cost around £3.50). Could be used to identify different containers.

### Typoscope

Provides aid with reading block text (pack of two around £2.50)

## 8. Accessible Premises

Ensure that your premises are accessible to blind and partially sighted people, seek appropriate advice from Access Consultants. Considerations:

- Colour contrast within your premises
- Appropriate lighting
- Clear signage to move around your premises
- Visual Digital Display systems with audio options

- Clear access to premises including suitable rails etc

## **9. Training**

Staff to undertake visual awareness training to ensure that staff understand the barriers facing blind and partially sighted patients using your services

## **10. The Patient**

Always ask a person if they require assistance, it is their choice.

## **Further Information**

If you require further information on accessible consultants, products, visual awareness training, clear print guidelines, transcription or any of the above information. Then please contact RNIB Cymru on 02920 450 440 or email at

[ALICenquiries@rnib.org.uk](mailto:ALICenquiries@rnib.org.uk).



yn cefnogi pobl ddall ac  
â golwg rhannol  
supporting blind and  
partially sighted people

Rhif elusen gof. 226227  
Reg charity no. 226227

\_\_\_\_\_