



NHS Grampian Stroke Case for Change Success Story

What is the issue?

- People living with the effects of stroke could not find their way to their appointments inside the Aberdeen hospitals because of **inadequate signage**.

How do you know the problem exists?

- The problem was fed back through the Stroke MCN Patient Subgroup. The group was then informed that there was a new health village planned and there might be the opportunity to influence the signage in this new health centre.

How has the problem affected the patient/carer experience?

- Patients and carers get stressed, frustrated and tired trying to find their way to their hospital appointments. This will further knock their confidence in recovering from the stroke.
- They may arrive late or not at all having got lost within the hospital. They may not be able to or have the confidence to ask for help to find the appropriate department.

What are the national guidelines on the topic?

Your Health, Your Rights: The Charter of Patient Rights and Responsibilities
The Scottish Government, 2012

- You have the right that the NHS services you receive in Scotland take your needs into account. Your health board is committed to taking account of your needs when providing health services. Page 5

What are the local guidelines saying on the topic?

NHS Grampian Communication Strategy 2010 - 2013

NHS Grampian is committed to

- Communicate clearly
- Encouraging feedback from patients, service users and other stakeholders to improve the range and quality of services.

How exactly do you want things to change?

- The needs of people living with aphasia should be taken into account when designing the signage within a hospital. Other measures to assist the public to find their way to their appointments may also need to be provided.

How did the MCN respond to this Case for Change?

- The new build project manager from health village was invited to the Patient and Carer Public Involvement Subgroup to discuss the signage of the new building.
- She was very keen to take on board the group's concerns and act on them as little consideration had been taken of this issue.
- There is now appropriately positioned accessible signage in the new health village.
- There has also been a spin off from this project. The Wayfinding Project which is looking into signage issues from the Aberdeen Royal Infirmary is intending to consult the group as aphasia accessibility. The project had not considered this issue up to this point.