



NHS Grampian Stroke Public Involvement Success Story How they got there

The NHS service improvement issue:

- **Inadequate signage** for directing people with aphasia round the hospital to appointments.

Steps that were taken to take this issue forward

- 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.
- The new building project manager of the health village was invited to the Patient and Carer Public Involvement Subgroup to listen to the group's experiences.
- 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.

Was there any resistance from any professionals to the suggestion?

- None, the group's input was welcomed.

What was the final outcome?

- There is appropriately positioned accessible signage now in the new health village which the patient subgroup has seen on a visit to the premises.
- 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.