

# My Story: "Making contact"



## My experience of contacting iCaSH as a deaf person



**Laura**

"I find iCaSH inaccessible for deaf people. There's no email option or text number, just phone, meaning deaf people can't access and we're not included. There was an assumption that I should use someone who could use a telephone to contact the service on my behalf. We could ask someone to do it on our behalf but that means confidentiality goes out of the window. Our rights as autonomous adults is disregarded"

"I tried to access iCaSH and went on their website, but all I could find was a telephone number. I had to go through PALS to make a complaint to ask how deaf people were supposed to contact and access the service"

"Since my initial complaint, which was by email contact in English, I then arranged a face-to-face appointment with a BSL interpreter"

"There was a delay in accessing care because I had to wait to go through PALS via email to get a face-to-face appointment and then there was a problem sourcing an interpreter"

## Improving iCaSH for deaf people

I attended three online focus groups to share my thoughts on how iCaSH can improve access for deaf people:

- Consider developing pre-recorded BSL videos explaining key points of information for the services
- Have an online contact form or email contact, so people can get in touch in a different way
- Introduce an online booking system as an additional way for people to access appointments