

A bit about my life:



Mark, 35

I wasn't deaf as a teenager but now I only have a bit of hearing in one ear. I can read stuff, and if I'm looking at someone I can lip read a bit.

I don't always hear the buzzer when your name flashes up, then it disappears. Sometimes the doctor comes out to shout me which doesn't always help if I'm not looking in their direction.

I don't wear an hearing aid, I don't like them. They're not comfortable to wear.

I usually text friends and family but I can't do that with the doctors, and making appointments over the phone is hard work, and frustrating.

How would you rate your visit to the doctors now?



Things Mark tried

- We talked to Mark about the apps we'd found that he might like to try out, these included: **Skype** for video chats, **BioAid Medical** – which acts as an hearing aid without actually having to wear one, and **Ava** that can be used with a group of people (facilitates discussion between hearing and non-hearing people).
- We told mark about **Patient Online services** at his local GP, and apps such as **Evergreen Life** that make access to your healthcare information much easier.
- We also shared information about the other apps and assistive technologies that Mark could try and the support available through **AbilityNet** and local charity **Action for Hearing Loss**.

Mark's health service experience now



- We caught up with Mark again a few months on and he'd signed up for the patient online services –
“I didn't do it straight away but I wish I had. I can't tell you how much easier it is now I can make my own appointments. I can also order repeat prescriptions online, and they said that they're planning to add on the facility to view your test results at some point...”
- Mark also decided to give BioMedical a try when he was in the doctors, so he could hear when the name buzzer went off –
“At least this way I don't get the doctor having to come for me. It's not practical all the time but it's better than wearing an hearing aid and it helps for situations like this”.