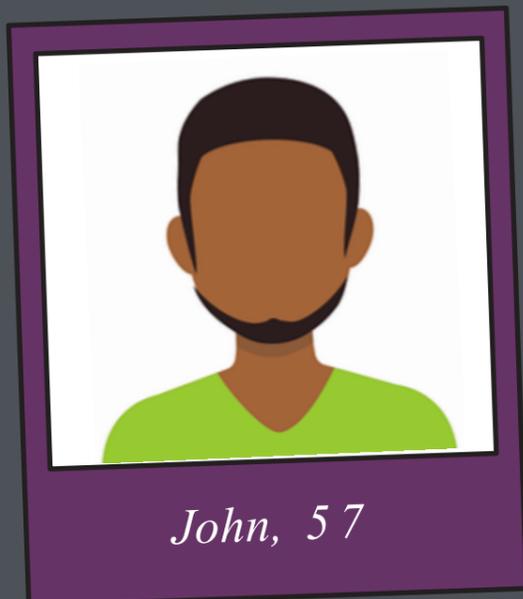


## My Story:

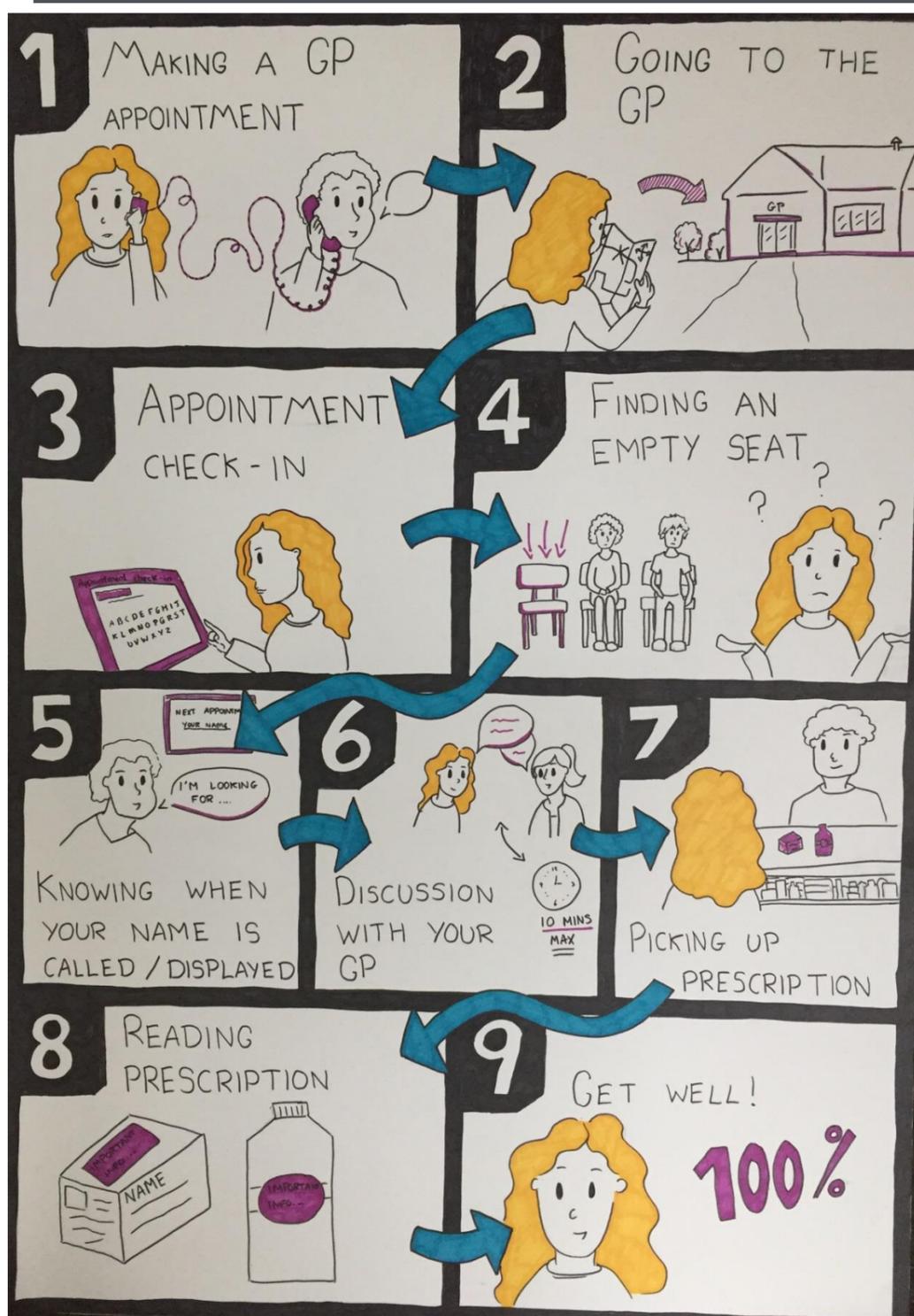


*I've lost my sight completely now so I have a guide dog, I need good accessibility and it's not helpful if things get moved around.*

*I'm familiar with the setting of my local doctors so I know where reception is and I can command my dog in that direction. I can't use the check in screens so I need a receptionist to check me in.*

*It would make it easier if someone helped me find a seat, and came over to let me know when my name is flashed up. Just shouting my name isn't helpful because I can't always locate where the voice is coming from.*

How would you rate your usual visit to the doctors?



**Molly** is 24 years old and has a condition called Usher's syndrome, the condition affects both vision and hearing. It's a degenerative condition which means that Molly's needs will continue to change.

Here's what Molly told us when she joined us in Kirklees on our mock 'GP Pathway Experience' workshop:

**Step 1.** At the moment making appointments isn't a problem.

**Step 2.** Today I was brought to the location, but if I was going somewhere new I'd need to plan ahead.

**Step 3.** When I walk inside I need to wait just inside the door for a few seconds whilst my eyes adjust to the different lighting in the room, this room is bright so visibility of the reception desk is good, although it's (the desk) is quite high and doesn't fall in my eye line without moving my head to see.

My natural instinct is always to move forward when I enter a door, so if that's where check in or reception is it makes it easier.

**Step 4.** I'm always happy for people to ask if I need any assistance, it's better for them not to overthink it. People will generally be appreciative of being asked. I'm new to this GP environment so it'd be good for the receptionist to tell me what to expect when I'm being called through. I can find my way to a seat but I take time to find somewhere that's better for me to sit, somewhere that the light is not glaring.

**Step 5:** When I sit down, I sit under what I now know was the screen where the name is displayed so I don't see my name come up. The call method is a noise that sounds like a doorbell, I can't easily locate where the sound is coming from, the acoustics in the room are not good, and I don't know that it's to call patients through. I'll wait until someone calls me. At my local GP's they have changed the system so it comes up on the screen and calls out the patient's name. Also, some colours are particularly hard to read on screens, such as red and purple on the black backgrounds.

**Step 6:** When you enter the room it's much easier if the chair is near to where you walk in. As I have some vision and hearing aids the discussion with the GP isn't an issue, at this time.

**Step 7/8:** Again, because I have some vision, reading the prescription isn't so much of an issue.

**Step 9:** I manage quite well at the moment because I use my assistive technology and apps to help.