




# Need help understanding information about your health and social care?


Here's **five things NHS & social care services MUST do** for you...

**Check**  You should be asked about your needs.

**Record** Your preferences for communication should be recorded in your notes. 

**Visibility**  Your needs should be flagged to staff when they communicate with you.

**Share** If you are referred, your needs should be shared with other services. 

**meet Needs**  Your needs must be met. The service should be communicating about your care, your way.

**If your needs are not being met...** Let the service know! You have a right to receive information in a way you can understand it. If that's not happening, you should contact the service and ask them to address it.

You can also feedback to Healthwatch Suffolk on [www.healthwatchsuffolk.co.uk](http://www.healthwatchsuffolk.co.uk), or call freephone 0800 448 8234.

**healthwatch**  
Suffolk