

Email sent by Rhidian Hurle to the Equality and Social Justice Committee on the 22.10.25

Question:

How do you collaborate and engage with deaf communities regarding the services that you provide? And looking to the future—and hopefully this Act will come into force—how do you see that happening in the future as well?

Response:

The engagement group of the digital service for public and patients programme who run the App (DSPP) have a rep from RNID Cymru on Patients and Public Assurance Group and have had two workshops with Welsh Deaf Consortium.

Currently the App is written in text only so we haven't been able to add other ways of using things like BSL in the App itself however the App help and support pages have subtitles in English and Welsh.

The other areas of interest are About Me being a patient captured information feature where people can record what is important to them, how they want to be communicated (eg need BSL or interpreter), their likes, goals and needs which we are hoping will be available via CDR and WCP.

Regards

Rhidian