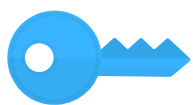




# SPEAK CLEARLY TO PATIENTS WHOSE FIRST LANGUAGE ISN'T ENGLISH

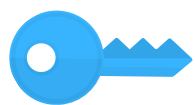


eLearning by  
English Unlocked



People who are not proficient in English are **more vulnerable** to ill health.

Newcastle upon Tyne Hospitals NHS Foundation Trust wanted to reduce this inequality. They asked us to create **a short eLearning course** to help staff communicate more effectively with patients whose first language isn't English.



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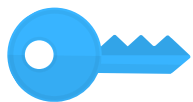
A photograph of three healthcare professionals in a hospital hallway. On the left, a woman wearing a blue hijab and light blue scrubs smiles while holding a stack of light blue folders. In the center, a woman with curly hair, also in light blue scrubs, smiles and looks down at a white clipboard she is holding. On the right, a man in light blue scrubs and a green lanyard with a stethoscope around his neck looks towards the other two. The background shows a bright, modern hospital corridor with large windows and other staff members in the distance.

**Here is some anonymous  
feedback we collected  
from staff who  
completed this one hour  
course.**



86%

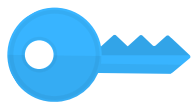
reported that they **felt more able to communicate** with patients whose first language was not English.



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***“I have  
recommended  
the course to  
many of my  
colleagues.”***



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# 82%

found it **less stressful** speaking to patients whose first language was not English after completing the course.



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***“I work with non-English speakers daily for my role in Overseas Visitors and found this course invaluable.”***

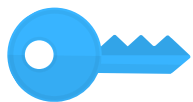


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**92%**

said they **would recommend this course** to other healthcare professionals.

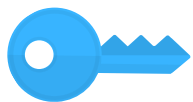


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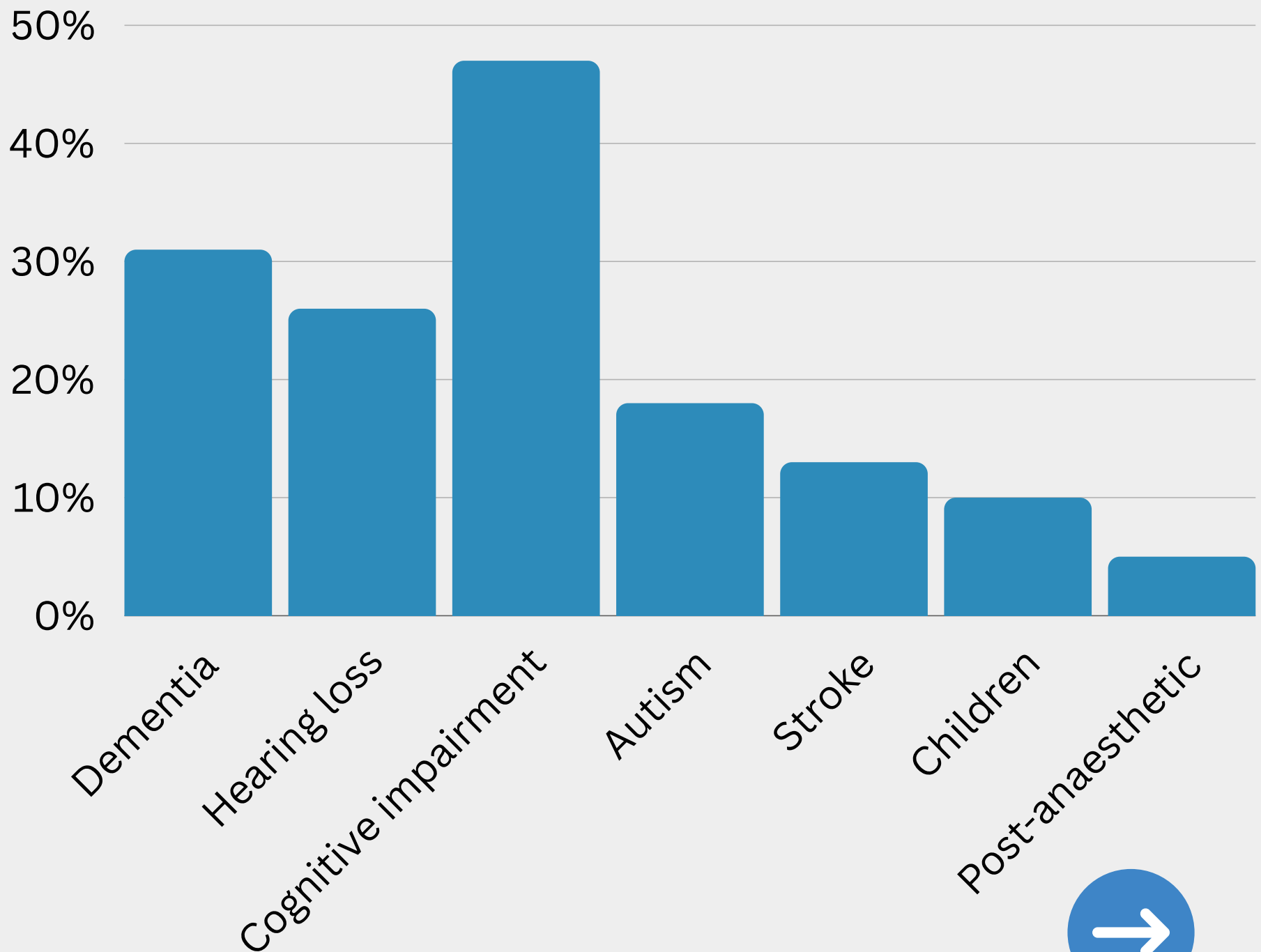
***“Patients  
appear less  
anxious than  
before.”***



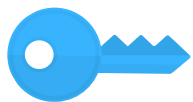
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The skills learned were considered to be transferable to patients with other communication needs-



***“I feel that this course should be part of our mandatory training.”***



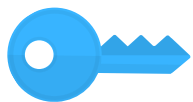
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82% of staff found the skills they learned **easy to apply.**



***"I think this is an excellent piece of training and I have suggested my whole team undertake it"***



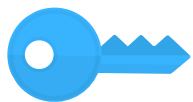
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***“Take up on this non-mandatory course has been surprisingly high.”***

Fardeen Choudhury

**Equality, Diversity & Inclusion Manager  
Newcastle upon Tyne Hospitals**



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“When Doctors communicate effectively patients' distress and anxiety are lessened.”

British Medical Journal  
(Maguire)



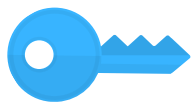
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