# Press Release | 29 March 2023

**QEH launches Accessibility Guides in partnership with AccessAble**

The Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust (QEH) has today (Wednesday 29 March 2023) launched an Accessibility Guide in partnership with AccessAble – the UK’s leading provider of detailed disabled access information.

The Trust has worked with AccessAble to produce 75 Access Guides for its services, departments and wards, with each guide providing details and photographs to support access for patients, their families, and visitors.

These Access Guides will be incredibly important in helping service users plan their journey to and around the hospital, covering everything from parking facilities and hearing loops, to walking distances and accessible toilets.

As everyone’s accessibility needs are different, the Trust acknowledges the necessity of having detailed, accurate information available. Trained surveyors have checked all of the details in the guides in person on-site to ensure all information is objective and factual.

Linda Purdy, Associate Director of Patient Experience at QEH, said: “As part of our Patient Experience Workplan and Strategy this will provide a better patient and visitor experience by giving digital access to review the accessible services and provisions we offer as a Trust.

“This will also give patients the ability to review in advance any ward and outpatient area to assist the patient, relative or their carer to navigate around the Trust, and is a really positive step forward for patient experience.”

Anna Nelson, Chief Executive of AccessAble, said: “We are delighted to launch this new Accessibility Guide to The Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust, prioritising accessibility and patient experience, recognising how crucial detailed access information is for disabled patients, visitors and staff.

I would like to express my thanks to the Trust for championing the provision of hospital accessibility information, making visits less anxious, uncertain and difficult for disabled people.”

The new Access Guides are available on the Trust’s website and are also available via the AccessAble App which is free to download from the App Store and Google Play.

**Ends.**

For further information, please contact Communications Team, [media.enquiries@qehkl.nhs.uk](mailto:media.enquiries@qehkl.nhs.uk) or 01553 613216.

For more information about the project, please contact David Waterman, Senior Partnerships Manager at Accessible, [david.waterman@AccessAble.co.uk](mailto:david.waterman@AccessAble.co.uk) or 01438 842710.