



**Royal Devon  
University Healthcare**  
NHS Foundation Trust

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Dear Patient, Family, Friend and Carer,

We are pleased to invite you to a special **patient experience and accessibility event**, where you'll get an exclusive look at our brand new AccessAble accessibility guides, and a chance to meet with our patient experience team.

### **About the event**

Location: RILD, Royal Devon & Exeter Hospital, EX2 5DW

Date: Thursday 16 April 2026

Time: 2 – 3.30pm

To book your place complete this form:

[Registration form: Patient Experience & Accessibility Event – Fill in form](#) or scan the QR code.



This event will include a variety of information stands focused on patient experience, accessibility, and support services, in a friendly and informal setting. You will have the opportunity to:

- learn more about the new access guides
- speak with staff and partners involved in improving patient experience
- share your feedback and experiences
- explore how we are working to make healthcare environments more transparent and welcoming.

## About the new detailed access guides

We have been working in partnership with our provider **AccessAble** to create **detailed access guides** covering our Royal Devon sites. These guides provide clear, reliable information to help patients, visitors, and staff plan their visits with confidence. They include photographs and details about features such as:

- level access and entrances
- parking and drop-off points
- accessible toilets
- hearing loops
- colour contrast and signage
- and much more...

You can check out the Royal Devon Guides on our website here: [NHS Royal Devon | Our sites](#). These guides will help you plan your visit by showing what a place is really like before you arrive, using clear facts and photos rather than general statements.

We hope this will help reduce uncertainty for people with disabilities or additional needs, support independence, and promote inclusivity across our services. It also reflects our commitment to ensuring accessibility is not an afterthought, but a core part of how we deliver care.

We would be delighted if you could join us. Everyone is welcome, and we are committed to making this event accessible and comfortable for all attendees. If you have any access requirements or would like more information, please contact us at the email address or phone number at the top of this letter.

We hope to see you there.

Kind regards,  
Tracy Duckmanton  
Patient Experience Manager  
Royal Devon University Healthcare NHS Foundation Trust