

Patient information

Stuck for a word: ideas for helping someone find the right word.

Most of the strategies listed below are things that you are probably already doing, but sometimes it helps to have a checklist to run through in your mind and to pass on to family and friends.

- **Prompt the word** if you can guess it by giving the first letter or sound of the word or by giving clues about the meaning of the word.
- If you can't guess the word, ask the person to **tell you more** about the subject:
 - "don't worry about the word – can you tell me more about it? this can help the person to bring the word to mind, and if not, it will give you more to go on."
- If you're still getting nowhere you could try to **narrow down the options**:
 - "Is it about the other day when we.....?"
 - "Is it someone you knew from work?"
 - "Is it something else?"
- **"Wh" questions** can be helpful in finding out more, e.g.: **What** is it used for? **Where** does it belong? **What** does it look like?
- You could ask the person if they can **show you anything** to give you a clue. If the person can't say a word, they also may not be able to write it, but they might be able to draw a **sketch**, point to a **photo or item** or use **gesture** to help get their meaning across.
- If you really don't feel as though you are getting anywhere, you can **read the person's body language** and let them know that they have communicated how they are feeling:

- E.g., “I’m not sure exactly what you want to say but I can see what you are happy/worried/frustrated/excited about it.”
- If these strategies do not work, you may need to leave the point and come back to it later.

If you would like any information regarding access to the West Suffolk Hospital and its facilities, please visit the website for AccessAble (formerly DisabledGo)
<https://www.accessable.co.uk>

