

## Making your patient experience more accessible

NHS Golden Jubilee is now a participating venue on the Welcome App to improve your experience irrespective of your accessibility needs.

We are now using the free app 'Welcome by Neatebox' to ensure that our ophthalmology team meet your needs upon arrival.

**Download  
Welcome for  
free in the  
App Store or  
Google Play  
Store today!**

Available on the  App Store  Google play



# What is 'Welcome'?

Welcome is a cloud-based platform which helps us provide a high quality service when a person with specific needs arrives at NHS Golden Jubilee. We are currently testing this out with our eye patients with the aim of having this service available across our whole site.

'Welcome' is a free app which allows you to tell us about your assistance needs. We will see an overview of your disability/condition and top tips to help us to help you.

**We will be notified at three points:**

- **when you book a visit;**
- **when you are nearby;**
- and
- **on arrival.**



**NEATEBOX**

For more information, download the Welcome App, visit our website [www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk) or call us on 0141 951 5000.