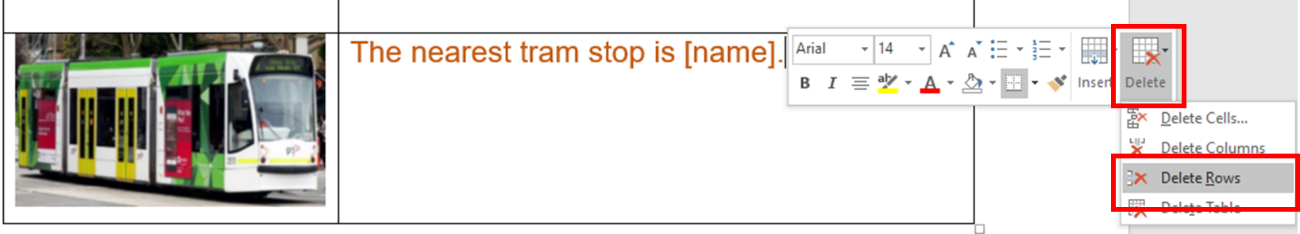
**How to use this sheet**

**- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -**

* Delete the rows you do not need (e.g. delete the ‘Nearest tram stop’ section if there are no trams nearby). To delete a row:
  1. Click the row you want to delete
  2. Right click (or Ctrl + click on Mac) and then click ‘Delete’
  3. Click ‘Delete Rows’.



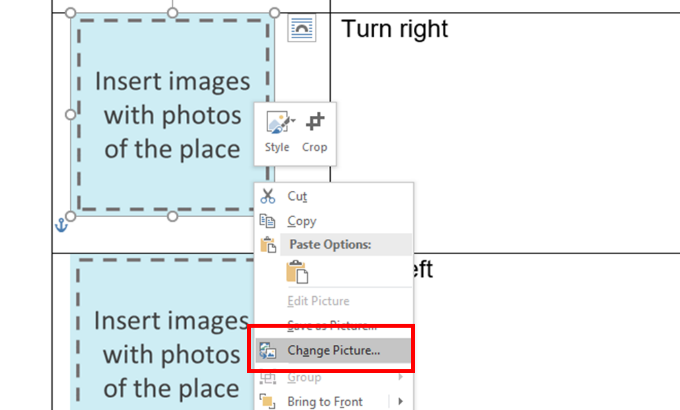
* Insert relevant text where prompted. Text placeholders are marked in between brackets and in a different colour. E.g. [address].

* Instructions are marked in italics and in a different colour. E.g.

*-if a large building like a hospital, or town centre, include level, clinic name*-

* Add the relevant images. You can photograph your building, along with the reception desk, and any specific points for directions as required. Photos taken with a mobile phone are fine.

We have added image placeholders. To replace a placeholder with a new image:



* 1. Save the new image in your computer
  2. Right click (or Ctrl + click on Mac) on the placeholder
  3. Click on ‘Change Picture’
  4. Select the new image.
* Change all font to black

Select the table cells and choose font colour – black.

* Finally, remove the table lines.

Select the table cells then go to table design and select no border.

## Easy Read basics

Follow these principles when tailoring and formatting the letter to ensure it is Easy Read:

* Nothing smaller than 14 point:
  + Use Arial, Verdana or Tahoma (sans serif fonts);
  + Size 14 for main text and 16 or larger for headings.
* Less is best, keep it simple:
  + Use short sentences and simple everyday words;
  + Avoid jargon, slang and technical terms;
  + Avoid unnecessary details, focus on what people need to know, not what it is nice to know.
* Ensure plenty of white space
  + Include no more than four images per page.

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**How to get to [clinic/address/our place]**

|  |  |
| --- | --- |
|  | The appointment is at [address]  *-if a large building like a hospital, or town centre, include level, clinic name*-  This is what the building looks like. |
| Bus 2 | The nearest bus stop is at [address] |
| Train | The nearest train station is [name]. |
|  | The nearest tram stop is [name]. |

|  |  |
| --- | --- |
|  | You can park on the street. |
| Car | You can park in a car park.  There is one at [address] |
| Parking bay disabled | There is disability parking [at our clinic; on the street outside; in the car park].  If you have a permit you can park in that spot. |

**Once you arrive**

|  |  |
| --- | --- |
|  | The appointment is at [hospital or centre name]  *-if a large building like a hospital, or town centre, include level, clinic name-*  *If not needed - delete*  This is what the building looks like. |
|  | Go in from [street name]  *Delete if not needed* |
|  | Talk to the people at the desk.  Tell them you need to get to [clinic name].  Ask them to take you there. |
| Brown Envelope 1 | You can show them this letter. |

|  |  |
| --- | --- |
|  | Go to the end of the corridor |
|  | Turn right |
|  | Turn left |
|  | Take the lift to level X. |
|  | This is what our clinic door looks like. |