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LISTENING**



University Hospital
Southampton
NHS Foundation Trust

The Sunflower lanyard scheme

Information for patients with physical or
hidden disabilities and their carers



About the Sunflower lanyard scheme

The hidden disabilities sunflower lanyard is a discreet way for people with hidden disabilities to show that they need extra support, help or a little more time.

Since its launch in 2016, the scheme has been adopted by major airports and venues including supermarkets, railway and coach stations, leisure facilities, the NHS, a number of police, fire and ambulance services, and an increasing number of small and large businesses and organisations.

Over one million lanyards have now been provided to the general public.

What is a hidden disability?

The Equality Act 2010 defines a disability as a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.

A hidden disability is a disability that may not be immediately obvious due to the absence of outward physical signs. This includes physical and mental impairments such as:

- autism
- chronic pain
- dementia
- sight and hearing loss
- anxiety
- irritable bowel syndrome, and lots more.

One in five people in the UK have a disability, 80% of these people have a hidden disability.

The sunflower

The sunflower was chosen as it represents happiness, positivity and strength, while allowing those with a hidden disability to be subtly visible when they need to be.



The scheme at University Hospital Southampton NHS Foundation Trust (UHS)

We want to offer extra support to all patients who may need it, so we have chosen to open the sunflower lanyard scheme to anyone with any kind of physical or hidden disability. This will enable our staff to ask if there is any extra help you need.

Support for carers

We are also inviting carers to join the scheme. If you are a carer you can wear your lanyard while supporting the person you care for during their hospital visits.

How to join the scheme

You will need to register for the scheme, after which you will be given a lanyard and identification badge (ID) to help the staff identify the kind of support you may need.

To register, or for more information, contact the patient support hub (details on the back page). We'll ask you to complete a simple form, which we can help with if needed. This helps ensure we have any relevant information in order to give you the support you need, in the best way for you. You will then be given a sunflower lanyard and ID badge. Once registered, the lanyard is yours to keep.

If you already have a sunflower lanyard, please feel free to use it within our hospitals, but do contact us to register with our scheme. This will allow us to provide support that is relevant to you.

Tell us what you think

If you decide to take part in the sunflower lanyard scheme, we'd love to hear whether you feel it has made a difference to your experience. Please provide us with your feedback via the short survey on our website (please visit www.uhs.nhs.uk and search for 'sunflower'). You can also contact the patient support hub using the details on the back page.

Contact us

If you are a patient or visitor of University Hospital Southampton, please contact our patient support hub for further information or to register:

Telephone: **0800 484 0135**

Email: **patientsupporthub@uhs.nhs.uk**

If you are not a patient of University Hospital Southampton, please visit the national Hidden Disabilities website for further information:

Website: **<https://hiddendisabilitiesstore.com/>**

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital please visit: **www.uhs.nhs.uk/additionalneeds**

www.uhs.nhs.uk

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