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Sir Mark Hendrick MP
House of Commons
London
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30 October 2025

Subject: Appeal for Assistance in Supporting our Deaf Community

Dear Sir Mark,

I am writing to you as a constituent and as CEO of Deafway in Preston.

Deaf people face many barriers in our society – including access to employment, education and welfare. But arguably the most challenging issue is access to healthcare.

Almost every deaf person has experienced poor access to NHS services: from the lack of accessible information in British Sign Language, to the poor provision of interpreters, to the over-reliance of many health providers on telephones.

These barriers to accessible healthcare are very serious and can lead to misdiagnosis, incorrect treatment, misunderstood instructions, and in extreme cases, fatalities.

A recent report, [Still Ignored](#), published by SignHealth and the RNID shows that 88% of BSL users believe poor access affects their mental health, and 82% say it affects their physical health.

The Government have made some positive policy announcements in recent months, including a Single Patient Record, meaning deaf patients would not have to constantly inform healthcare providers they are deaf, and the promise to make the NHS APP BSL-accessible.

These are welcome promises. But that is all they are – promises. It is so important that these ideas become reality.

I would welcome your support to ensure these Government promises are delivered. Would you be available to meet with me in the coming months and discuss how you can support the deaf community achieve better healthcare access?

Yours sincerely,

T. Dawson

Chief Executive Officer



Dear Ms Dawson

Thank you for meeting with members of my office and for facilitating their visit to Deafway on 14 November.

Following this, I have now written to The Rt Hon Wes Streeting MP, Secretary of State for Health and Social Care, to raise your concerns about the struggle of deaf people to access NHS healthcare. You can find a full copy of this correspondence below.

Once I have received a response, I will of course share this with you.

I have also submitted a number of Parliamentary Questions to the Department for Health and Social Care regarding the issues discussed in your correspondence, as well as in person between my office and yourselves on their visit. I believe one of these has been answered already, though several are still due for answer in the next few days.

You can find a full record of my Parliamentary Questions to the Department for Health and Social Care using the link below, and the most recent of these are concerning access to NHS healthcare for the deaf. Any answers provided by the department will also appear on the website below.

[Find written questions and answers - Written questions, answers and statements - UK Parliament](#)

I trust that this is of assistance.

Yours sincerely

Sir Mark Hendrick
Member of Parliament for Preston