

ABSTRACT

This bachelor thesis deals with communication needs from the perspective of patients/clients with visual impairment. Communication is a skill we use in all areas of life. This communication is very important in the relationship between medical staff and patients because it helps us to discover certain information that is essential for us and thus also ensures a correct treatment procedure or good nursing care.

The aim of this thesis was to find out which communication aspects are crucial from the point of view of patients/clients with visual impairment, how they perceive communication between them and healthcare professionals and what are the positive and negative aspects in this communication.

The respondents who participated in this study were divided into three groups, according to the organization or care home these respondents came from. The total number of respondents was 27, their median age was 67. The selection of these respondents was not intentional, the patients/clients who participated in this survey, were interested in this topic.

A semi-structured interview was used to obtain data, the respondents answered individual questions that were then analysed and evaluated. The interview method was the most suitable for this survey, not only for gaining the trust of patients/clients and their willingness to cooperate, but also to map the information in depth.

The analysis of the interview shows that patients/clients with visual impairment perceive communication between them and the medical staff as insufficient. The most important aspect mentioned by the respondents was comprehensibility and the most common recommendation that came from the clients themselves was a greater urgency to train medical staff in the issue. According to the patients/clients, disregard is a very inappropriate aspect of communication committed by medical staff.

For the reasons mentioned above, our recommendation is to increase the level of education of healthcare professionals in communication with patients/clients with visual impairment. The training should be done not only by obtaining information from brochures, literature and the Internet, but also by attending seminars organized by some organizations to avoid incorrect and inappropriate communication with this type of patients/clients

Keywords:

Communication; Communication aspects; Nursing; Patient; Medical staff; Visual impairment