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### 972 Communication During the Pandemic

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**Aim:** Since the COVID-19 pandemic facemasks have become compulsory in UK hospitals impacting on the visual and vocal (93%) aspects of communication. This QIP looks at the difference a clear mask made to patients.

**Method:** Clearmask™ was used in place of a surgical mask and patients were asked to rate the difference on a likert scale. 100 patients were seen

at two appointments, once with a Clearmask and another with a surgical mask. Dragon voice recognition software was used as a control.

**Results:** 95% of patients rated communication better with the clearmask, Patients felt more engaged and were more likely to engage with the clinician. The effect was amplified when English was not the first language.

**Conclusions:** Clear facemasks improved communication and allow patients to become more engaged in consults and are more likely to allow information to be divulged to a clinician.