

Accessible Information Standard Guidance

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Author/Lead	Mandy Dawley, Assistant Director of Patient and
Job Title	Carer Experience and Co-production
	Tracey O'Mullane, Information Governance Officer
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Date:	Information Governance Group - 15 May 2024

VALIDITY – Guidelines should be accessed via the Trust intranet to ensure the current version is used.

CHANGE RECORD

Version	Date	Change details
1.0	Jan 2021	New document.
1.1	Apr 2021	Reviewed. Changes to the section following consultation with the Quality and Patient Safety Group to include: Linking a CDC form to an encounter and adding an alert on Lorenzo. Locating the accessibility template on SystmOne, automatic patient status alerts and adding a reminder to on SystmOne. Approved at Quality and Patient Safety Group (14 April 2021) 11/01/24 – Transposed to Trust Guidance document template.
1.2	May 2024	Small amendments to guidance Added informaiton on the Trust website accessibility at section 3 Added paragrpah on creating accessible patient information at Section 3 Added the link to the how to record a communication need training videos at Appendix 1. Approved at QPaS (4 April 2024) and at Information Governance Group (15 May 2024).

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1. INTRODUCTION

The Accessible Information Standard DCB1605 (formerly SCCI1605 Accessible Information) was initially published by NHS England on 3 July 2015 under Section 250 of the Health and Social Care Act 2012. It was developed in response to the fact that, despite the existence of legislation and guidance (eg Equality Act 2010, Care Act 2014, NHS Constitution, Nursing and Midwifery Professional Standards of Practice and Behaviour), in reality many service users continue to receive information from health and social care organisations in formats which they are unable to understand and do not receive the support they need to communicate. This includes, but is not limited to, people who are blind or have some visual loss, people who are deaf or have some hearing loss, people who are deafblind, and people with a learning disability. The Standard was revised in 2017, but no substantive amendments were made to any of the requirements.

The standard requires that organisations:

- Ask people if they have any information or communication needs, and find out how to meet their needs.
- Record those needs clearly and in a set way.
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.
- Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or have permission to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

The aim of the Standard is to ensure that patients, service users, carers and parents with information or communication needs relating to a disability, impairment or sensory loss receive information in a format they can understand and any communication support they need to enable them to access services appropriately.

2. SCOPE

This guidance applies to all employees of the Trust, including all staff who are seconded to the Trust, contract, temporary and agency staff and other people working on Trust premises. This includes members of staff with an honorary contract or paid an honorarium.

The scope of the Accessible Information Standard extends to patients and service users <u>and</u>, <u>where appropriate</u>, the parents and carers of patients and service users who have information <u>and/or communication support needs</u> related to or caused by a disability, impairment or sensory <u>loss</u>.

Individuals who may have difficulty reading or understanding information for reasons other than a disability, impairment or sensory loss, for example low literacy or learning difficulty (as distinct from a learning disability is out of scope of the Accessible Information Standard.

Individuals' preferences for being communicated with in a particular way, which do not relate to disability, impairment or sensory loss, would not be considered a 'need' or 'requirement' (e.g. a preference for communication via email, but have the ability to read and understand a standard print letter is out of scope of the Accessible Information Standard.

3. STATEMENT

This guidance sets out the general steps to be taken to ensure any information and communication support needs that are related to disability, impairment or sensory loss of patients/service users and/or their parents/carers are met. This includes needs for:

- Information in a 'non-standard', alternative or specific format
- Use of specific or alternative contact methods
- Arrangement of support from a communication professional (eg a British Sign Language Interpreter or a deafblind manual interpreter); and
- Support to communicate in a different or particular way or to use communication aids (eg to lip-read or use a hearing aid).

This guidance document sets out the Trust's obligations under the NHS Accessible Information Standard and how it intends to achieve compliance with the Standard.

The Accessible Information Standard is therefore of particular relevance to individuals who have sensory loss (including people who are blind, deaf or deafblind) and people who have a learning disability. However, it will also support people who have other communication disabilities such as aphasia, autism or a mental health condition which affects their ability to communicate. Individuals with any form or type of disability or impairment which affects their ability to read or receive information, to understand information, and/or to communicate, are within the scope of the Standard.

The accessibility of health and social care websites is out of scope of the Accessible Information Standard. However, the Standard remains relevant in circumstances where a health or social care professional would usually refer a patient or service user (or their carer) to a website for information. In these instances, it will be the duty of the professional and the Trust to verify that the website is accessible to the individual and, if it is not, to provide or make the information available in another way.

Website

To ensure the Trust website is accessible, the site uses ReachDeck to add speech, reading and translation support, pages can be resized or the magnification changed. Users can make the site text only and change the contrast/colours.

Patient Information

it is important to be mindful of the accessible information standard when creating and designing patient information. Using the templates and tools in the 'creating patient information' section in the Trust <u>Brand Centre</u> will ensure patient communications are simple, clean and accessible for as wide an audience as possible. If you receive a request for information in a specific alternative format follow the flowchart in this guidance, also visit the alternative formats section on the <u>Patient Information</u> pages of the Intranet.

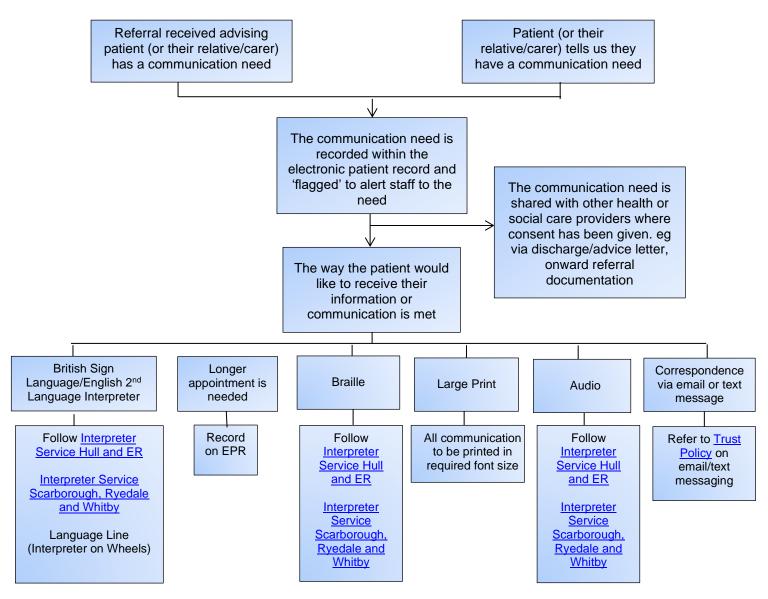
4. **PROCEDURES**

The Trust is committed to implementing and following the five steps set out in the Accessible Information Standard. These are:

- 1. Identification of needs Staff will ask people if they have any information or communication support needs and will find out how to meet those needs.
- Recording of needs Identified needs will be recorded in the patient record in accordance with the Accessible Information Standard Operating Procedure – Appendix 1

- 3. Flagging of needs The Trust will make use of electronic flags or alerts to ensure that appropriate staff accessing the patient record are alerted to the individual's information and communication support needs.
- 4. Sharing of needs Where the patient/service user has given permission to do so, information regarding their needs will be shared with other providers of NHS and adult social care as part of existing data-sharing processes and routine referral, discharge and handover processes.
- 5. Meeting of needs Staff will take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

The diagram below provides an overview of the process by which the five steps of the Standard will be delivered:



Accessible information and communication support provided to individuals will enable them to:

- Make decisions about their care and treatment
- Self-manage their condition
- Access services appropriately
- Make choices about treatments and procedures, including the provision or withholding of consent.

5. ACTIONS TO ACHIEVE COMPLIANCE WITH THE STANDARD

In order to ensure compliance with the Accessible Information Standard, the Trust will:

- Ensure that systems and processes are in place to consistently and routinely identify, record, flag and share patients', service users' carers' and parents' information and communication needs where they relate to a disability, impairment or sensory loss.
- Through training and communication, ensure that Trust staff are aware of the implications of the Accessible Information Standard and are aware of and able to follow Trust processes and procedures which have been put in place to meet the requirements of the Standard.
- Work in partnership with commissioners, health and adult social care providers to enable and support implementation and compliance with the Standard.
- Use clear language in our publications and on our website, avoiding any unnecessary jargon.
- Display clearly on our website, using social media (such as Twitter) and in our publications, how people can ask for accessible and alternative versions of summaries of our information.
- We will make our website as accessible as possible with the use of ReachDeck. ReachDeck adds text-to-speech, reading and translation support to the website, helping to make the content easily accessible to those who lack basic digital skills; have hidden disabilities, such as dyslexia or other reading difficulties; visual impairments; and English Language Learners.
- When gathering the views of people who use our services, we will provide consultation materials in a range of other formats.
- We will routinely test our alternative formats and our website with people who have accessibility needs and we will record, monitor and put into practice their feedback as appropriate.
- We will promote this accessible communications guidance, both outside the organisation and to our staff, so that people know about it.
- We will regularly monitor, evaluate and review the effectiveness of our guidance, and amend it as necessary.

6. MENTAL CAPACITY

The Trust supports the following principles, as set out in the Mental Capacity Act and has applied them in the development of this guidance:

- A person must be assumed to have capacity unless it is established that they lack capacity.
- A person is not to be treated as unable to make a decision unless all practicable steps to help them to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because they make an unwise decision.
- An act completed, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
- Before the act is completed, or the decision made, regard must be had as to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

7. IMPLEMENTATION AND MONITORING

The implementation of this guidance requires no additional financial resource.

Six-monthly reports on compliance will be presented for consideration by the Trust's Quality Patient and Safety Committee. The reports will be compiled from a variety of sources including:

- Patient/service user feedback (via informal and formal complaints, compliments, and local Healthwatch organisations)
- Internally generated activity reports for Trust systems eg Lorenzo and SystmOne

Compliance will also be monitored by the Commissioners under the NHS Standard Contract.

8. REFERENCES/EVIDENCE/GLOSSARY

- Accessible Information Standard: Specification, NHS England (Aug 2017)
 <u>https://www.england.nhs.uk/wp-content/uploads/2017/08/accessilbe-info-specification-v1-1.pdf</u>
- Accessible Information: Implementation Guidance (Aug 2017)
 <u>https://www.england.nhs.uk/wp-content/uploads/2017/08/implementation-guidance.pdf</u>
- NHS Standard Contract 2019/20: Service Conditions, NHS England https://www.england.nhs.uk/wp-content/uploads/2019/03/3-FL-SCs-1920-sepsis.pdf
- Section 250, Health and Social Care Act 2012 <u>http://www.legislation.gov.uk/ukpga/2012/7/part/9/enacted</u>
- Equality Act 2010 http://www.legislation.gov.uk/ukpga/2010/15/contents
- Interpreter Procedure Hull and East Riding
- Interpreter Services Guidelines (Scarborough & Ryedale and Whitby)
- Electronic Communications and Internet Acceptable Use Procedure

APPENDIX 1: STANDARD OPERATING PROCEDURE FOR THE ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard aims to ensure that patients and service users, (and where appropriate carers and parents) who have information and/or communication support needs caused by a disability, impairment or sensory loss receive information in a format they can understand and/or the communication support they need to enable them to;

- Make decisions about their health and wellbeing, and their care and treatment
- Self-mange conditions
- Access services appropriately and independently
- Make choices about treatments and procedures, including the provision or withholding of consent.
- Staff will identify if an individual has an information and/ or communication need.

This could be identified from a referral, directly from the patient (or relative/carer) or by asking the patient the question at the initial contact.

• Staff will record whether an individual has information and/or communication support needs in the patient record. These will be recorded on the relevant accessibility templates in the patient record.

LORENZO: Locating and Completing the Trust Accessibility Template

Training videos on how to record communication needs for each system are available here

The Trust Accessibility Template CDC form has been added to All Clinical Charts under the Mental Health Act and Legal tab, under the forms section. A click through to the CDC form can be added to a Teams clinical note by request. The Team will need to identify which note it needs adding to and contact the Clinical Systems team.

1) Locate the required patient and open their EPR.

2) Open the Clinical Charts tab if required, and select the appropriate Clinical Chart :

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- 3) Click the Mental Health and Legal tab :
- 4) Right click the header and Select Forms \rightarrow Accessibility Template

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	Forms	HFT Accessibility Template		Documents
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- 5) Click on the CDC form to launch it:
- 6) Select the appropriate encounter to link the CDC form to and click OK:

ord view rang	None)	~	Filter by:	Both		✓ →	<i>—</i>
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	Contact	Lambton Linda		25/08/2020 13:00:00		Open	
	Outpatient			17/06/2020 09:30:00		Open	
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	Contact	Lambton Linda	GENERAL MEDICINE	19/12/2017 10:00:00	19/12/2017 11:00:00	Closed	GENERAL MED
	Contact	Carey Philip	GENERAL MEDICINE	01/09/2017	01/09/2017	Closed	GENERAL MED
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The CDC form is launched.

7) Select your team from	the team drop down.	
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	Communication Support	
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Uses a citizen advocate ?	Care provider name Login role Team Specialty * MissAMANDA,Rockett Systems Support / • • • • • •	
Does use hearing aid ?		
Uses sign language ?	4	
Using British Sign Language ?	Remember my selection for role, team and specialty OK Cancel	
Using Makaton Sign Language ?	Ves No	
Using Lip Reading ?	Yes No	
Uses Manual Note Taker ?	Ves No	
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8) Click OK

• The form appears and can be completed

Work through the pages of the Accessibility Template selecting the options that are appropriate.

Once you have selected all the options that apply on all 4 pages, tick Finalise and Click on Finish to complete the CDC form.

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Page 1 Communication Support

Page 1 of 4 - Communication Support	Finalise Generate document Mark as significant Send for authorisation					
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Using Lip Reading ?	⊖Yes ⊖No					
Uses Manual Note Taker ?	⊖Yes ⊖No					
Uses Electronic Note Taker ?	⊖Yes ◯No					
Uses Lipspeaker ?	⊖Yes ⊖No					
Uses Telecommunications Device for the Deaf ?	⊖Yes ⊖No					
Uses speech to text reporter ?	⊖Yes ⊖No					
Uses cued speech transliterator ?	⊖Yes ⊖No					
Preferred method of communication : Written ?	⊖Yes ONo					
Uses alternative communication skill ?	OYes ONo					
Uses communication device ?	⊖Yes ONo					
Uses Personal Communication Passport ?	⊖Yes ⊖No					
Uses Deafblind Intervener ?	⊖Yes ONo					
Uses Deafblind Manual Alphabet ?	⊖Yes ◯No					
Uses personal audio recording device to record information ?	⊖Yes ⊖No					

Page 2 – Contact Method

Page 2 of 4 - Contact Method	- •	N 💱	Finalise Generate document Mark as significant Send for authorisation				
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Contact Method							
Questions							
Requires contact by telephone ?	OYes	◯No					
Requires contact by text relay ?	OYes	No					
Requires contact by short message service text message ?	⊖Yes	No					
Requires contact by letter ?	OYes	ONo					
Requires contact by email ?	OYes	ONo					
Requires audible alert ?	⊖Yes	◯No					
Requires visual alert ?	OYes	ONo					
Requires tactile alert ?	OYes	ONo					
Requires contact via carer ?	⊖Yes	◯No					

Page 3 – Information Format

Page 3 – Information Format								
Page 3 of 4 - Information Format			Finalise Generate document Mark as significant Send for authorisation					
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Information Format								
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Requires information verbally ?	⊖Yes	ONo						
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Requires information on compact disc ?	OYes	ONo						
Requires information on audio cassette tape ?	OYes	ONo						
Requires information in Easyread ?	OYes	ONo						
Requires information in electronic audio format ?	OYes	◯No						
Requires information in Moon alphabet ?	OYes	ONo						
Requires information in Makaton ?	OYes	ONo						
Requires information in contracted (Grade 2) Braille ?	OYes	◯No						
Requires information in uncontracted (Grade 1) Braille ?	OYes	◯No						
Minimal Sans Serif Font Size ?		•]					
Requires information on USB mass storage device ?	OYes	◯No						
Requires information in electronic downloadable format ?	OYes	⊖No						
Requires healthcare information recording on personal audio recording device ?	⊖Yes	◯No						
Requires third party to read out written information ?	⊖Yes	ONo						

Page 4 – Interpreter / Professional Requirement

Page 4 of 4 - Interpreter / Professional F 🗸 🕨 🖗 😢 🛛 Finalise 🗋 Generate document 🗋 Mark as significant 🗋 Send for authorisation 🔯								
Actual date of assessment 18/03/2021 10:34	Asses	ssed/perform	ned by MissAMANDA,Rockett (Role:Sy 🗸 📝 📄 🔊 🏹 🏹 Copy 💽 Saved: 10:44					
Interpreter / Professional Requirement								
Questions								
Interpreter needed British Sign Language ?	OYes	ONo						
Interpreter needed Makaton Sign Language ?	⊖Yes	ONo						
Needs an advocate ?	OYes	ONo						
Requires Deafblind communicator guide ?	OYes	ONo						
Sign Supported English interpreter needed ?	OYes	No						
Requires Deafblind manual alphabet interpreter ?	OYes	⊖No						
Requires Deafblind block alphabet interpreter ?	OYes	ONo						
Requires Deafblind haptic communication interpreter ?	OYes	ONo						
Requires manual note taker ?	OYes	◯No						
Requires lipspeaker ?	OYes	◯No						
Visual frame sign language interpreter needed ?	OYes	◯No						
Hands on signing interpreter needed ?	OYes	◯No						
Requires speech to text reporter ?	OYes	◯No						
Requires sighted guide ?	OYes	◯No						

9) If an answer of Yes is selected from any of the Yes/No questions then a further Text field is displayed for additional Comments to be recorded.as follows:

	In	format	ion Format	
Questions			Comments	
Requires information verbally ?	 Yes 	ONo		•
Reauires information on diaital versitile disc ?	OYes	No		

If No is selected, then no further comments are required.

Staff must also add **an Alert** for the accessibility need so that the information is visible whenever a staff member clicks on the alert icon on the patient banner.

The Alert Type is **Communication**; the alert name is **Accessible Information Requirement**

Lorenzo does not automatically flag the alert so staff will need to check for an Accessible

SYSTMONE: Locating and Completing the Accessibility Template

The Accessibility Template is published to each of Humber's SystmOne units Search Task Discard Save Details Next Acute NCT

The template has 4 tabs, one for each aspect. Each can be accessed by selecting the appropriate tab across the top.

Communication support need tab

Communication Support Contact Method	Information Format	Interpreter/P	Interpreter needed - British	ı Sign
Communication Support			Language	
			Date 🔻 Checked	
Jses a legal advocate				<u>^</u>
Jses a citizen advocate				
Does use hearing aid				
Jses sign language				
Jsing British sign language				
Jsing Makaton sign language				
Jsing lip-reading				
Jses manual note taker				
Jses speech to text reporter			No previous values	5
Jses cued speech transliterator				
Preferred method of communication: written				
Jses alternative communication skill				
Jses Personal Communication Passport				
Jses communication device				
Jses deafblind intervener				
Jses Deafblind Manual Alphabet				
Jses personal audio recording device to record i	nformation			-
			Show recordings from othe	r templates
			Show empty recordings	
Information	Suspend	Ok Cancel	Show Incomplete Fields	Change

Contact method tab

Accessibility Template	
Communication Support Contact Method Information Format Interpreter/P	Interpreter needed - British Sign
Contact Method	Language
Requires contact by telephone	Date 🔻 Checked
Requires contact by text relay	
Requires contact by short message service text message	
Requires contact by letter	
Requires contact by email	
Requires audible alert	
Requires visual alert	
Requires tactile alert	
Requires contact via carer	No previous values
	-
	Show recordings from other templates
	Show empty recordings
Information Print Suspend Ok Cancel	Show Incomplete Fields Changed

Information Format tab

Accessibility Template	-				×
Communication Support Contact Meth	od Information Format Inter	ore <mark>ter/P}</mark> 🛪	Þ	Interpreter needed - British Sign	
Format				Language	
Requires information verbally				Date 🔻 Checked	
Requires information on digital versatile disc					
Requires information on compact disc			/		
Requires information on audio cassette tape					
Requires information in Easyread			/		
Requires information in electronic audio forma	at				
Requires information in Moon alphabet			/		
Requires information in Makaton					
Requires information in contracted (Grade 2)	Braille			No previous values	
Requires information in uncontracted (Grade	1) Braille				
Minimal Sans Serif Font Size		- 4			
Requires information on USB mass storage d	evice		/		
Requires information in electronic downloada	ble format				
Req htthcare info recording on prsnl audio re	cording device		2		
Requires third party to read out written inform	nation				
				-	
				Show recordings from other templates	
				Show empty recordings	
Information	Print Suspend Ok	<u>C</u> ancel		Show Incomplete Fields Chan	ged

Interpreter/professional requirement tab

Accessibility Template		
oort Contact Method Information Format Ir te Communication Professional	erpreter/Professional requirement	Interpreter needed - British Sign Language Date ⊽ Checked
Interpreter needed - British Sign Language Interpreter needed - Makaton Sign Language Needs an advocate Requires deafblind communicator guide Sign Supported English interpreter needed Requires deafblind manual alphabet interpreter Requires deafblind block alphabet interpreter Requires deafblind haptic communication interpreter Requires deafblind haptic communication interpreter Requires deafblind haptic communication interpreter Requires manual note taker Requires lipspeaker Visual frame sign language interpreter needed Hands-on signing interpreter needed Requires speech to text reporter Requires sighted guide		No previous values
		Show recordings from other templates
Information	Suspend Ok <u>C</u> ancel	Show Incomplete Fields Change

Whenever anything is recorded for a communication need within the template a **Patient status alert** will automatically be generated for that client when the record is saved.

When completing the accessibility template, e.g. if there is a communication requirement – select the option required and if you have further information to provide relating to that need please click the Pencil Icon to add further notes.

- 10) Select the appropriate tab.
- 11) Click on the appropriate identified need
- 12) To add additional text or a note to an answer click the pencil, this opens a free text box to add any additional notes

Y Accessibility Template	
Other Details Exact date & time 💌 Mon 05 Apr 2021 💌 11:56 🧖 🗙	
Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Ne	d' but
Communication Support Contact Method Information Format Interpreter	ng aid
Communication Support Date V	
Uses a legal advocate	
Uses a citizen advocate	
Does use hearing aid 🛛 🗹	
Uses sign language	_
Using British sign languag 🏹 Does use hearing aid Notes 💦 🕹	
Using Makaton sign langu Right hand side only requires hearing aid	
Using lip-reading	
Uses manual note taker	iou
Uses speech to text repo	
Uses cued speech transi	
Preferred method of communication: written	
Uses alternative communication skill	

13) Click ok

Once a need is identified on the accessibility template it appears in the tabbed journal.

View the Entry in Tabbed Journal

Select Tabbed Journal – Local Data Tab – View your entry from the Accessibility Template

05 Apr 2021	11:56 - Surgery: Karen2 Bellard (Trainer)
KB	Accessibility Template
	Communication Support
	Does use hearing aid: Yes Right hand side only requires hearing aid

Staff must also **Create a Reminder** for that accessibility need so that the information is visible whenever an appointment or a visit is recorded for that patient.

How to create a reminder

1) Right click onto Reminders in the clinical tree and select Create Reminder



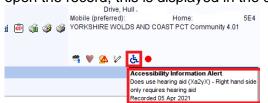
- Click HIGH PRIORITY Information is shared with other organisations using SystmOne, who the patient has consented to share data with. Please note this will not be visible in the Summary Care record
- 3) Click the notes box

🍸 Crea	te New Reminder												×
Other Def	tails Exact date &	time 💌	Mon 05 Apr 2021	-	11:56	9	X						
Changin	g the consultation da	te will affe	ect all other data ent	ered	. To avoi	d this,	cance	el and	press	the 'Ne	ext' butto	n <u>Hide War</u>	ning
			orities will be visible share set up betwe						organi	sations	that car	e for the	
Priorit	y 🔿 Low Priority	Low pri record	ority reminders are	only	automat	ically s	shown	wher	1 YOU	retrieve	the pati	ent	
	O Normal Priority	Norma	l priority reminders a	re a	utomatic	ally st	nown t	o all u	isers a	at this o	rganisat	tion	
	High Priority	Systmo	iority reminders are One if the patient has 's Summary Care Re	con	sented t							-	
Expiry													
Notes	Does use hearing (Right sided ear o		,									Presets	
			<u>O</u> k O	k & A	nother	C	ancel					1	

- 4) Type the Communication requirement on top line and then any notes about that requirement below.
- 5) Click **OK and SAVE the record**.

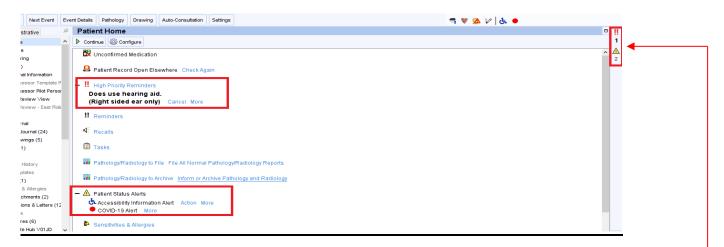
Retrieving a patient record that has a communication requirement recorded in their record

The patient record will have Patient Status Marker for the communication requirement when you open the record; this is displayed in the demographic box at the top right hand corner of the record.



Hovering over the icon will display the communication requirement and any additional notes about the requirement which were added via the pencil icon when the communication requirement was recorded.

Viewing the patient status alert and reminder on the home screen of the patient record



The reminder and Patient Status Alert information is clearly displayed as soon as you open a patient record both by the sections viewable on the home screen

or by clicking the Reminders and Patient Status Alert icons at the top of the side bar on the right side of the screen.

Y Record Visit	×
Visit Recurrence Add Clinical Data Link Care Plans	Reminders: Does use hearing aid.
Date requested Mon 05 Apr 2021 ¥ 12:37 Duration (mins) 30 ÷ Staff requested	(Right sided ear only) (Apr 2021 done by: KB)
🍸 Book New Appointment	×
Appointment Recurrence Attendees	Reminders: Does use hearing aid.
Date Mon 12 Apr 2021 🔽	(Right sided ear only) (Apr 2021 done by: KB)
Time 08:30 V Duration Current: 30 mins V	No appointments
Staff Karen Bellard	No visite

APPENDIX 2: EQUALITY IMPACT ASSESSMENT (EIA)

For strategies, policies, procedures, processes, guidelines, protocols, tenders, services

- 1. Document or Process or Service Name: G417 Accessible Information Standard Guidance
- 2. EIA Reviewer (name, job title, base and contact details): Mandy Dawley, Assistant Director of Patient & Carer Experience & Co-production, Tracey O'Mullane, Information Governance Officer

3. Is it a Policy, Strategy, Procedure, Process, Tender, Service or Other? Guidance

Main Aims of the Document, Process or Service

This guidance sets out the general steps to be taken to ensure any information and communication support needs that are related to disability, impairment or sensory loss of patients/service users and/or their parents/carers are met.

Please indicate in the table that follows whether the document or process has the potential to impact adversely, intentionally or unwittingly on the equality target groups contained in the pro forma

Equalit	ty Target Group	Is the document or process likely to have a	Hov	w have you arrived at the equality
1. Ag 2. Dis	ge sability	potential or actual differential impact with regards to the equality target groups listed?	imp a)	act score? who have you consulted with
3. Se			b)	what have they said
	arriage/Civil artnership	Equality Impact Score Low = Little or No evidence or concern	c)	what information or data have you used
5. Pr	egnancy/Maternity	(Green)	d)	where are the gaps in your analysis
	ace	Medium = some evidence or concern(Amber)	e)	how will your document/process or
	eligion/Belief	High = significant evidence or concern (Red)		service promote equality and
8. Se	exual Orientation			diversity good practice
9. Ge	ender			
Re	eassignment			

Equality Target Group	Definitions	Equality Impact Score	Evidence to support Equality Impact Score
Age	Including specific ages and age groups Older people Young people Children Early years	Medium	ReachDeck tool on the website will help support individuals to convert text into pictures, change font size/colour and declutter pages and will support
Disability	Where the impairment has a substantial and long term adverse effect on the ability of the person to carry out their day to day activities; Sensory Physical Learning Mental Health (including cancer, HIV, multiple sclerosis)	High	individuals who speak English as their second language by converting text into 99 languages. Care Plan will flag communication needs. The guidance aims to reduce
Sex	Men/Male Women/Female	Low	inequalities, enhance personalisation and choice, and
Race	Colour Nationality Ethnic/national origins	Medium	provide greater empowerment to service users as equal
Marriage/Civil Partnership			partners in their own care. This is irrespective of any protected characteristics.
Pregnancy/ Maternity			ReachDeck tool on the website
Religion or Belief	All religions Including lack of religion or belief and where belief includes any religious or philosophical belief	Low	will support individuals with sight impairment and Learning Disabilities.

Sexual Orientation	Lesbian Gay Men Bisexual	Low
Gender Reassignment	Where people are proposing to undergo, or have undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attribute of sex	Low

Summary

Please describe the main points arising from your screening that supports your decision above

There is no evidence of potentially negative effect on groups with protected characteristics. Applying the measures set out in the Accessible Information Standard Guidance (and its associated Standard Operating Procedure) will reduce inequalities, and provide greater empowerment to service users as equals in their own care.

EIA Reviewer: Mandy Dawley, Head of Patient & Carer Experience & Engagement, Tracey		
O'Mullane, Information Governance Officer		
Date completed:31/03/2024	Signature:	Mandy Dawley
		Tracey O'Mullane