

Accessible Information Standard Policy

To whom this policy applies to: All staff employed at Balham Park Surgery

Overview:

The Accessible Information Standard (AIS), known officially as Accessible Information, is a new mandatory 'information standard' for implementation by all organisations that provide NHS or adult social care – including GP practices – that needs to be in place by 31 July 2016.

The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand (for example in large print, braille or via email) and professional communications support if they need it, such as from a British Sign Language interpreter.

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's clear that they have information or communication needs, and how to meet those needs.

Share information about people's communication needs with other providers of NHS and adult social care, when they have consent or 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 purpose of this policy is to ensure the following:

Balham Park Surgery staff with a specific responsibility for producing accessible information is well informed about the AIS standards.

All Balham Park Surgery staff have a point of reference for the standards of accessible information provision and what this means for their day to day role in terms of recording needs and communications with patients.

Training and Skills for Practice Staff

We will keep a record of training courses available, for example signing courses, disability awareness, or patient handling, and will support staff willing to attend these. We will seek to have a member of staff on hand with these skills as far as practicable and will maintain a skills register as part our routine training records.

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Approved by: Natalie Whyte

Next Review Date: July 2018

All staff will be offered AIS training as part of induction skills training within 6 months of recruitment.

Required Activities:

1. Identification of needs: a consistent approach to the identification of patients, communication needs, where they relate to a disability, impairment or sensory loss.

2. Recording of needs:

Consistent and routine recording of patient's information and communication needs, where they relate to a disability, impairment or sensory loss, as part of patient's user records and clinical management.

Ensuring that the recording of needs in such a way that they are 'highly visible' to administrative and clinical staff.

3. Flagging of needs: establishment and use of electronic flags, 'pop ups' or alerts, or paper-based equivalents, to indicate that an individual has a recorded information and / or communication need, and prompt the IT team to take appropriate action.

4. Sharing of needs: Share people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.

5. Meeting of needs: taking steps to ensure patients receives information in a format that they understand and any communication support they may need.

- **Registration Forms are amended to include a question to patients, asking how they would like their future communications from the surgery formatted.**
- **IT will add pop ups to patients records once the information has been captured and continued to be captured from patients, as to how they will like their information formatted for future correspondence.**
- **All future letters and communications to patients who have a disability or sensory loss will always receive information that they can access and understand.**
- **All letters will be offered in either braille, large print or via a telephone call where appropriate**

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- **Promote the Induction Loop system and provide staff awareness. Loop signs are clearly displayed in Reception and patients will be asked to indicate if they wish to use this as appropriate and if we are made aware of their needs**

- **Allow patients to make appointments by range of methods, e.g. text messages, on line booking, or letter according to needs. The practice will respond to these requests using the method most appropriate to the patient**

- **Provide a spoken version of the practice leaflet upon request**

- **Provide a spoken version of its website information upon request**

RESOURCES

Equal Opportunities Commission
[Employers and Service Providers - The DRC](#)

NHS Scotland Access Audit Checklist
<http://www.hfs.scot.nhs.uk/publications/access-audit-checklist-feb-2000.pdf>

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