Accessible Information Standard

Policy

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Probus GP Surgery

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Contents

Purpose and definitions

The purpose of this policy is to provide guidance for staff and assurance to patients that Probus Surgery and Probus Surgical Centre is committed to continually providing high quality healthcare for all patients and supporting the staff who provide this care. The aim of the policy is to provide information for all staff relating to our approach to aligning with the Accessible Information Standard.

All patients regardless of age, gender, ethnic background, culture, cognitive function, or sexual orientation have the right to have their privacy and dignity respected.

The Accessible Information Standard is defined as:

'*a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss'*.

This means that all patients should be provided with the means to access all their relevant medical information in a format that is appropriate to their needs.

It applies as a legal duty to comply with the Accessible Information Standard to all service providers across the NHS and adult social care.

Scope

This policy applies to all employees of xxx, contractors, seconded staff, placements, and agency staff.

Roles, rights, and responsibilities

All staff

All staff have a responsibility to understand the concepts, principles, and practice of the legal duty to comply with the Accessible Information Standard.

Practice manager

To update the policy, ensure that it is aligned with national guidelines, distribute appropriately, and ensure that staff are trained at induction and at regular intervals so that they are aware of the principles of the Accessible Information Standard and the content of the practice policy.

In outline this means complying with the five principles, which are:

1. **Identification of needs:** this means a consistent approach to the identification of patients', service users', carers', and parents' information and communication needs, where they relate to a disability, impairment, or sensory loss.

2. **Recording of needs:** this means:

   a. Consistent and routine recording of patients', service users', carers', and parents' information and communication needs, where they relate to a disability, impairment, or sensory loss, as part of all patient records.

   b. Use of defined clinical terminology to record such needs, where Read v2, CTV3, or SNOMED CT® codes are used in electronic systems.

   c. Use of specified English definitions indicating needs or where paper-based systems/records are used.

   d. Recording of needs in such a way that they are 'highly visible' to all those who have access to the record.

3. **Flagging of needs:** this means the establishment and use of electronic flags or alerts, or paper-based equivalents, to indicate that an individual has a recorded information and/or communication need, and prompt staff to take appropriate action such that those needs can be met.

4. **Sharing of needs:** this means inclusion of recorded data about individuals' information and/or communication support needs as part of existing data-sharing processes, and as a routine part of referral, discharge, and handover processes.

5. **Meeting of needs:** this means taking steps to ensure that the individual receives information in an accessible format and any communication support that they need.

Principles of this policy

This policy adheres to local and national guidance and policy relating to the Accessible Information Standard.

In order to comply with the principles of the standard we will:

1. Ask people if they have any information or communication needs and find out how to meet their needs.

2. Record those needs clearly and in a set way.

3. Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.

4. Share information about people's information and communication needs with other providers of NHS and adult social care when there is consent or permission to do so.

5. Take steps to ensure that people receive information that they can access and understand and receive communication support if they need it.

Distribution

Employees will be made aware of this policy via TeamNet.

Patients will be made aware of this policy using patient leaflets and on the practice website.

Training

All staff will be given training on the Accessible Information Standard at induction and at regular intervals thereafter.

Any training requirements will be identified within an individual's Personal Development Reviews. Training is available in the Training module within TeamNet.

Equality and Diversity Impact Assessment

In developing this policy, an equalities impact assessment has been undertaken. An adverse impact is unlikely, and on the contrary the policy has the clear potential to have a positive impact by reducing and removing barriers and inequalities that currently exist.

If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

Monitoring and reporting

Monitoring and reporting in relation to this policy are the responsibility of the practice manager. The following sources will be used to provide evidence of any issues raised:

- PALS.

- Complaints.

- Significant and learning events.

Any incidents relating to the Accessible Information Standard will be monitored via incident reporting.

Summary of NHS legal and mandatory documentation

Equality Act 2010 http://www.legislation.gov.uk/ukpga/2010/15/contents

Mental Capacity Act 2005 http://www.legislation.gov.uk/ukpga/2005/9/contents

Versions

Document review history

Version number	Author/reviewer	Summary of amendments	Issue date
1.0	Clarity Informatics	Policy written	20.5.2020
2.0	Spencer Casey	Reviewed and Amended	04/08/2021
3.0			
4.0			
5.0			
6.0			
7.0			

Bibliography

NHS England Accessible Information Standard

https://www.england.nhs.uk/ourwork/accessibleinfo/

NHS England Information Accessible Information Standard specification

https://www.england.nhs.uk/wp-content/uploads/2017/08/accessilbe-info-specification-

v1-1.pdf

CQC Meeting the Accessible Information Standard https://www.cqc.org.uk/guidance-

providers/meeting-accessible-information-standard

NHS England (2015) Accessible Information: Implementation plan,

https://www.england.nhs.uk/wp-content/uploads/2015/07/access-info-imp-plan.pdf

Department for Work & Pensions, Office for Disability Issues (2014) Accessible communication

formats. https://www.gov.uk/government/publications/inclusive-

communication/accessible-communication-formats

Department of Health (2010) Making written information easier to understand for people with

learning disabilities Guidance for people who commission or produce Easy Read

information

http://webarchive.nationalarchives.gov.uk/20130812104657/http://odi.dwp.gov.uk/docs/i

od/easy-read-guidance.pdf

Equality Act 2010 http://www.legislation.gov.uk/ukpga/2010/15/contents

Care Act 2014 http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted

Department of Health and Social Care The power of information: giving people control of the

health and care information they need

https://www.gov.uk/government/publications/giving-people-control-of-the-health-and-

care-information-they-need

Health and Social Care Act 2012

http://www.legislation.gov.uk/ukpga/2012/7/section/250/enacted