

# Accessible Information Standard

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# Contents

- The definition, legal underpinning and five steps of AIS
- Read codes and EMIS Functionality to support the requirements
- EMIS functionality
- E-learning and further resources



# Definition

The Accessible Information Standard – known officially as SCCI1605 Accessible Information – is a new ‘information standard’ for implementation by all organisations that provide NHS or adult social care.

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# Types of support

Contact  
method

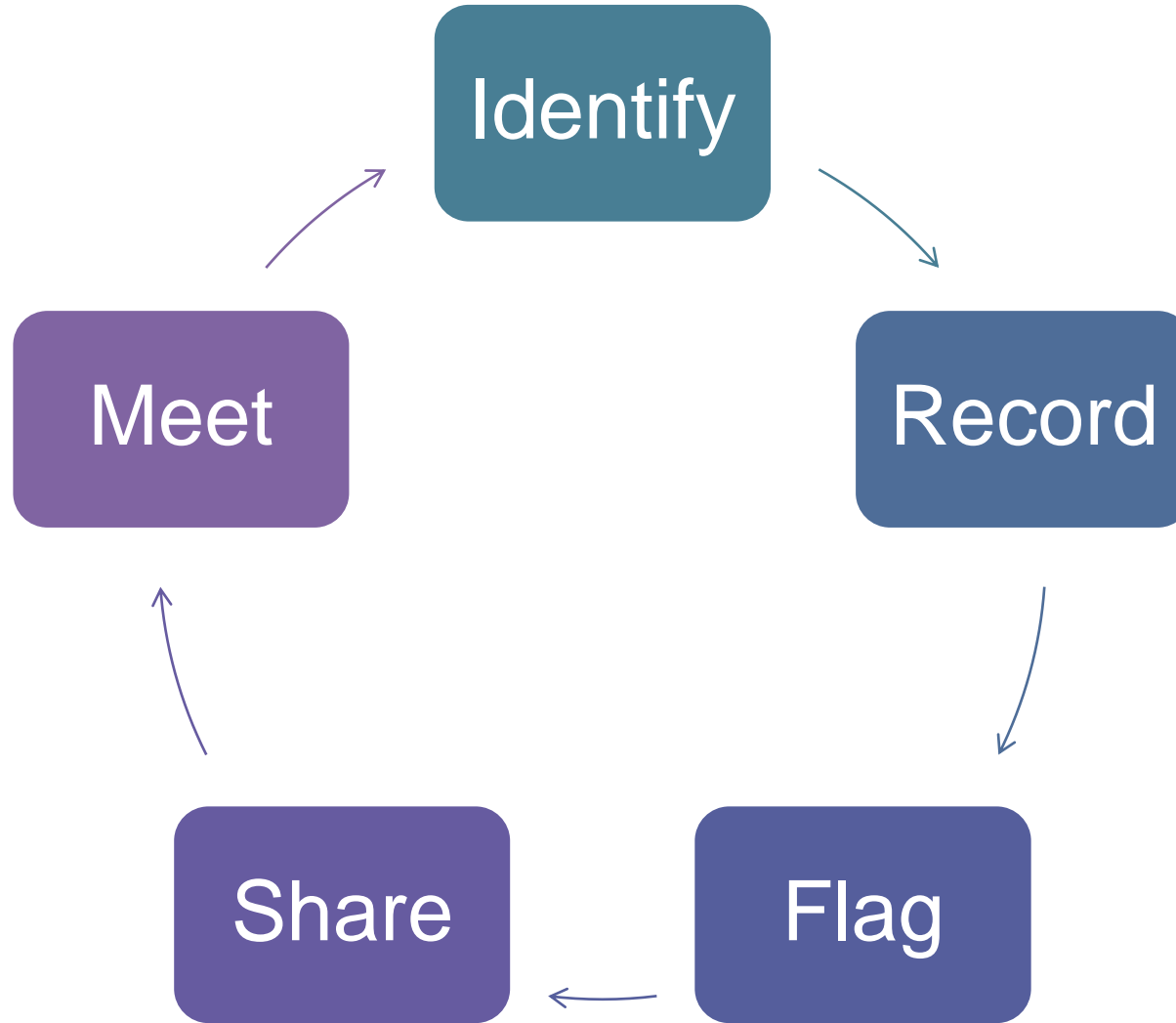
Information  
format

Communication  
professional

Communication  
support



# Steps for implementation



# Which patients will benefit?

- Blind
- Deaf
- Deafblind
- Hearing or visual loss
- Learning Disability
- Autism
- Dementia
- Have communication difficulties following a stroke- such as aphasia or brain injury
- Parents and carers, if appropriate



# Which patients will benefit?

## Deafness/ hearing loss

- 9 million people with some form of hearing loss
- **Age-related** damage to the cochlea is the single biggest cause of hearing loss
- 14% of missed appointments are due to patients not hearing their name being called
- After their appointment, 28% said they didn't understand their diagnosis - 19% were unsure about their medication.
- 68% of patients that asked for a BSL interpreter did not get one.



# What does AIS cover?

The communication needs of people with disabilities/sensory loss

**NOT**

The *preferred* means of contact for patients without disabilities/ sensory loss





# Statutory obligations

- Report adherence to standard (data)
- Publish Accessible Information Policy
- Publish Accessible Complaints Policy
- CCG to support providers to comply
- CQC to look at evidence



# How to implement

- Consider when and how to identify patients
- Brief staff on key changes
- Signpost to services and resources

(i.e. where to access alternative formats- Braille, BSL, etc.)

- Ask patients about their communication needs
- Promote the Standard across newsletters, websites, etc.
- Workforce training



# How to implement

- Ensure access to Communication Professionals
- Identify which communication formats can be used or produced 'in house', and which must be brought
- For scale, procure some products/ services through federations
- Record communication needs (EMIS registration screen, AIS Template, PACT Template)



# Promoting AIS

## Accessible Information Standard



The Accessible Information Standard aims to make sure that people who have a disability, impairment or sensory loss are given information they can easily read or understand.

Please inform practice staff if you have any communication support needs.

You need to help us make sure we get things right for you by recording your accessibility requirements and information needs alongside your other details.



## ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard says that people who have a disability, hearing or visual loss should get information in a way they can access and understand.

**If you have a disability, hearing or visual loss and need us to communicate with you in a particular way, please let any of the team know.**



For more information about the Accessible Information Standard; go to: [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

## How do you communicate?

Do you need information in a different format?

Do you need support?



Easy read



Large print



BSL



Braille

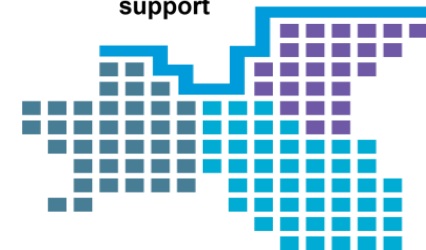


Email or SMS text



Other communication support

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# Identify - Communication Cards

Name:  
Address:  
NHS number:

In accordance with The Accessible Information Standard (SCCI 1605 (Accessible Information)) please accept the below as formal notification of my information and communication preferences.

**I communicate using** (e.g. BSL, deafblind manual):

**To help me communicate I use** (e.g. a talking mat, hearing aids):

**I need information in** (e.g. braille, easy read):

**If you need to contact me the best way is** (e.g. email, telephone):

For more information visit: [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

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# Identify

- When a patient first registers with the service (update your registration forms)
  - At first appointment
  - Notification that a person has a sensory loss or learning disability;
  - When a diagnosis or symptoms indicate a new or revised communication or information support need
  - As part of a health check
  - As part of a Care Plan
- 
- You are NOT required to retrospectively trawl records to identify patients who may have information and communication needs, BUT...it is good practice to identify existing patients who may need support through AIS.



# Record

- Record using the relevant Read codes
- Record in registration screen
- Any additional in AIS or PACT Template
- This information should be available to patients who access their record online



# Flag

- Add patient warnings
- Allow other organisations to view warnings
- Install EMIS Alert Protocols

Add Patient Warning

Warning Message

Trigger Points

- Swap Patient
- Load Medical Record
- Add Drug
- Issue Drug
- Add Consultation
- Book Appointment
- Arrive Patient

Sharing  Allow this warning to be viewed by other organisations

OK Cancel





# Share

- Part of Interoperable Records
- A routine part of referral
- A routine part of discharge and handover in Care Plans
- As 'additional information' in the patient's Summary Care Record



# Meet

- Telephone, email and text message
- Other formats
- Longer appointments
- Professional communication support
- Reduce background noise, particularly in clinical or consultation rooms
- Loop system to support hearing aid users
- Training for staff supporting people with particular need
- Identify a service 'champion' with particular expertise to support particular groups



# Meet - appointments

- Allow longer appointment times
- Hold conversations in spaces without any background noise
- Use plain English in conversations and in documents
- Face the person you are speaking to and make sure your face and lips are visible
- Have alternative ways for people to contact and communicate with your service, such as text and email
- Take the time to ensure the person understands the information they're being given, and allow the opportunity to ask questions



# Meet - Documents

- Font size- preferably 14
- Arial
- Short sentences and/or bullet points
- Black text on a white background
- Avoid putting images or other effects behind text
- Consider using photographs, maps and diagrams
- Correctly format and structure electronic documents (screen readers)
- Simpler language, avoid jargon
- Option to send correspondence via email



# Exclusions

- Provision of information in foreign languages
- Corporate communications
- Websites
- The design of signage...but make sure that your websites and general branding reflects NHS, and are easy read.
  - Simple, contrasting colours
  - Options to change website colour
  - Options to increase/ decrease font size
  - Browsealoud



# EMIS Registration Module

Correspondence Format  
address  
use Name/Flat Number

Braille  
Large Print  
Audio Tape

Please note this is NOT enough-  
More information has to be  
captured and Read coded

Preferred communication method  
Expressed by

Not yet set  
Not yet set  
No preference  
Home tel. number  
Work tel. number  
Mobile tel. number  
Email address  
Letter to home address  
Letter to temporary address  
Fax  
Video conference



# EMIS Web Registration

TESTPATIENT, Eleven (Miss)      Born 14-Apr-1930 (86y)      Gender Female      NHS No. 999 999 9565      Usual GP MITTAL, Virendra (Dr)

**Template Runner**

Accessible Information Standard

SCCI1605 the **Accessible Information Standard** directs and defines a specific, consistent approach to **identifying, recording, flagging, sharing** the information and communication support needs of patients, service users, carers and parents, where those needs relate to a **disability, impairment or sensory loss**

**Accessible Information - communication support**

Type of communication support:  No previous entry

Uses Personal Communication Passport No previous entry

**Accessible Information - requires specific contact method**

Preferred method of communication:  No previous entry

Specific contact method:  No previous entry

**Accessible Information - requires specific information format**

Requires specific information format:  No previous entry

**Accessible Information - requires communication professional**

Requires Communication Professional:  No previous entry

- A Interpreter needed - British Sign Language
- B Interpreter needed - Makaton Sign Language
- C Needs an advocate
- D Requires deafblind communicator guide
- E Sign Supported English interpreter needed
- F Requires deafblind manual alphabet interpreter
- G Requires deafblind block alphabet interpreter
- H Requires deafblind haptic communication interpreter
- I Requires manual note taker
- J Requires lipspeaker



# Information Governance

## Information Governance Toolkit



Go here: [Requirements](#) > General Practice

### General Practice Version 14 (2016-2017)

IG Toolkit V13 to V14 Requirement Updates

Req	Requirement Statement	Guidance Changes	Additions to Knowledge Base Resources	ACUTE	AMT	MHT	CSU	NHSBSA	NHSBP	SUO	LA	CCG	AQP: NONCLIN	AQP: CLIN	CHP	HSUT/P	PH	CTP	DAC	GP	PHAR	DEN
3	There is a publicly available and easy to understand patient information leaflet that informs patients how their information is used, who may have access to that information, and their rights to see and obtain copies of their records	New Key Guidance added - NHS England: Accessible Information Standard.	NHS England: Accessible Information Standard																			

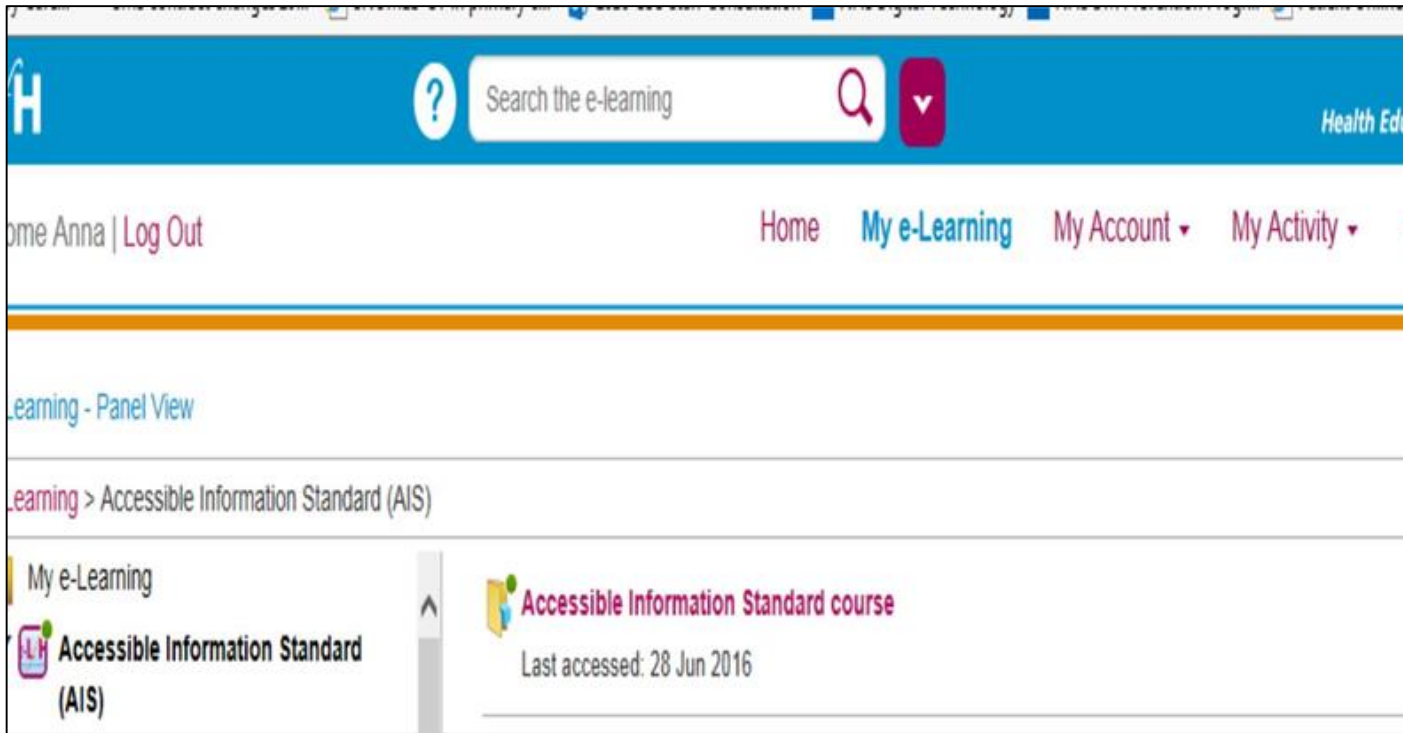




# Resources

- Add to staff PDP
- Evidence for CQC on Standard implementation

[HTTP://PORTAL.E-LFH.ORG.UK/](http://portal.e-lfh.org.uk/)



The screenshot displays the user interface of the e-learning portal. At the top, there is a blue header with a search bar containing the text "Search the e-learning" and a red search button. To the right of the search bar, the text "Health Edu" is partially visible. Below the header, a navigation bar includes the user's name "Anna" and a "Log Out" link, followed by menu items: "Home", "My e-Learning", "My Account", and "My Activity". The main content area shows a breadcrumb trail: "Learning > Accessible Information Standard (AIS)". Below this, there is a section titled "My e-Learning" with a vertical scrollbar. The selected course is "Accessible Information Standard (AIS)", which is represented by a small icon and a larger title. To the right of the course title, it says "Accessible Information Standard course" and "Last accessed: 28 Jun 2016".

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# Resources

Topic	Link
Accessible Information	<a href="http://portal.e-lfh.org.uk/">http://portal.e-lfh.org.uk/</a>
Further e-learning	<a href="https://www.disabilitymatters.org.uk/totara/program/view.php?id=41">https://www.disabilitymatters.org.uk/totara/program/view.php?id=41</a>
AIS microsite	<a href="http://www.brentaccessibleinformation.nhs.uk/index.html">http://www.brentaccessibleinformation.nhs.uk/index.html</a>
NHSE AIS	<a href="https://www.england.nhs.uk/ourwork/patients/accessibleinfo/">https://www.england.nhs.uk/ourwork/patients/accessibleinfo/</a> <a href="https://www.england.nhs.uk/ourwork/patients/accessibleinfo/resources/">https://www.england.nhs.uk/ourwork/patients/accessibleinfo/resources/</a>
BMA Guidance	<a href="https://www.bma.org.uk/advice/employment/gp-practices/accessible-information-standard">https://www.bma.org.uk/advice/employment/gp-practices/accessible-information-standard</a>
Information Standards Notice	<a href="http://www.hscic.gov.uk/isce/publication/SCCI1605">http://www.hscic.gov.uk/isce/publication/SCCI1605</a>

