

## Procedure

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**Title: Accessible Information Standard**

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Issue Date: November 2016  
 Ratification date: November 2016  
 Issued by: USAIS  
 Frequency of review: Annually  
 Owner: Rehab Coordinator

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Revision Date	What has been changed; New directive Wording	Reviewer

### **Introduction:**

As an NHS funded Health and Social Care provider, the University of Southampton Auditory Implant Service (USAIS) is obligated to follow the NHS England SCCI1605 Accessible Information Standard – details of which can be found below:

<https://www.england.nhs.uk/ourwork/patients/accessibleinfo/>

The purpose of this procedure is to ensure that service users who have specific communication needs are not put at “substantial disadvantage in comparison with patients who are not disabled” when accessing our services. This includes providing accessible information and communication support to enable individuals to:

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

Successful implementation of the Accessible Information Standard is based on the completion of five distinct stages.

1. **Identifying needs**
2. **Recording needs**
3. **Flagging needs**
4. **Sharing needs**
5. **Meeting needs**

### **Identifying needs:**

#### *Requirement*

*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.*

### **USAIS procedure**

To ensure we meet this requirement we will ask for information about a patient's communication needs on the referral form which we receive. This is the first point of contact we have regarding the patient. We will also put an additional document in each patient's initial information pack, which they receive prior to their assessment, to ask if they have any specific communication needs. This document, entitled 'How can we communicate with you in the best way possible', will be printed in large font and on yellow paper to make it easier to read for visually impaired service users. The communication requirements will also be checked and discussed in a patient's first appointment with the audiologist; there will be copies of the yellow form available in reception.

### **Recording of needs:**

#### **Requirements**

- *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 patient / service user records and clinical management / patient administration systems;*
- *Recording of needs in such a way that they are 'highly visible'.*

### **USAIS procedure**

New service users will receive the yellow communication needs form in their initial assessment pack. Once completed and returned, this will be scanned and saved in the patient's consent forms e-folder and also kept in his/her physical file on the inside front cover to ensure it is highly visible to those working with the patient.

Service users who are already on programme, but who we do not see as frequently, will be sent the yellow form regarding their communication needs along with their long term questionnaire. This will be sent out every year to enable patients to inform us if their needs have changed. Those service users who are seen regularly will be asked about their communication needs at their routine appointments.

### **Flagging needs:**

#### *Requirement*

*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 and / or trigger auto-generation of information in an accessible format / other actions such that those needs can be met.*

### **USAIS procedure**

Once we have received information about the service user, or in the case of children - their parent's specific communication needs these will be marked on their patient record on BCS with an electronic alert. This will be done by the Admin Team Manager in the case of existing CI users and the CLO in the case of new referrals. The alert will be specific to their needs e.g. 'size 16 font, yellow paper'. This will alert the relevant staff to communicate with the service user in their most preferable method. A copy of the patient's completed communication needs form will also be placed in his/her paper file to ensure it is visible during clinic appointments.

### **Sharing needs:**

#### *Requirement*

*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.*

### **USAIS procedure**

When transferring a service user to a different service we will include their communication needs on their transfer out form and will be prompted to do so by a specific box. The same applies to when we discharge from our service or refer to another service for additional treatment.

### **Meeting needs:**

#### *Requirement*

*Taking steps to ensure that the individual receives information in an accessible format and any communication support which they need.*

### **USAIS procedure**

To ensure we meet the needs of all service users we will purchase appropriate materials such as yellow coloured paper for appointment letters and other correspondence. Information can also be sent by email. We will also provide documentation in alternative formats such as easy read or braille if requested. For materials offered by external organisations such as cochlear implant companies we will make them aware of our needs but cannot be responsible if they do not provide this. We will act according to each user's specific needs and will invest in education and training for our staff if they currently cannot meet the needs to ensure that we can do so.

#### Related documents:

Accessible Information flowchart.

Easy read documents are saved within a subfolder called "Easy Read Formats".

File path is J:\ISVR\SOECIC\BCS\BCSLetters\Easy Read Formats

Examples include:

- ER Adult Descrip of Asst Appts (2)
- ER Adult Descrip of Asst Appts Borderline
- ER Appointment Letter New
- ER Assesment Process Counselling
- ER Description of EAR results
- ER Post Dec Letter to Patients
- ER Upgrade Letter and Form