I'm not robot

reCAPTCHA

Continue

I'm not robot

reCAPTCHA

Continue

Accessible information standard cqc

The Accessible Information Standard tells organizations how they need to make sure that disabled service users, caregivers and parents receive information in formats they can understand and how to ensure they receive the appropriate level of support to help them communicate. A shorter overview of the standard can be found here. Who will benefit from standard? Service users, caregivers and parents who have information and/or communication support needs related to a disability, impairment or sensory loss. This means if you have a disability or a communication need, information such as appointment letters will be provided to meet your individual needs rather than provided in standard print. Also, if you have communication disability such as a double sensory loss or if you are deafblind and need an interpreter for a health or social care appointment, it must be provided for you. Who should follow the standard? All NHS and publicly funded social care organisations that include hospitals, GPs, social care services, pharmacies and others. Shat should I do? If you have an information or communication need, highlight the next time you contact your health or social care provider and ask them to record it within your clinical health record. To help emphasize your needs fill out this template provided by sense.org.uk and send it to your provider. Downloads and links Find out how the Accessible Information Standard will improve your care and experience: The Accessible Information Standard update July 2015 is available in the following formats: Our site meets the World Wide Web Consortium (W3C's) accessibility string. The Accessible Information Standard (AIS), officially known as SCCI1605 Accessible Information, is a new mandatory 'information standard' for implementation by all organisations providing NHS or adult social care – including GP practices – that should be in place by July 31, 2016. The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they access and understand (for example, in large print, braille or by email) and professional communication support if they need it, such as from a British Sign Language interpreter. As a result, the Standard requires GP practices to: Ask people if they have any information or communication needs, and figure 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 to meet the needs Share people's information and communication needs with other providers of NHS and adult social care, when they have permission or permission to do so Steps to ensure that people receive information they can access and understand and receive communication support if they need AIS and your practice With the official bit out of the way, what does it really mean to you your practice? Officially, by the beginning of April this year, practices should have begun to identify and record information and communication needs with service users, whether at first interaction or registration with their service or as part of ongoing routine interaction with the service by existing service users. This should have been preceded in September 2015 by an assessment of current systems and processes and the development of a local implementation plan. Together, these pretty much shape the standards. In fact, especially if very little help seems to have been provided by CCGs, many practices are still to start looking at this - so what should you do? Here's Practice Index's 10-step guide, compiled with the help of practice managers via the Practice Index forum: Step one is to run a report identifying all patients with accessibility issues. The Standard applies to patients and service users who have information or communication needs related to a disability, impairment or sensory loss. This also applies to parents and caregivers of patients or service users who have such information or communication needs, where appropriate. Individuals likely to be affected by the Standard include people who are blind or deaf, who have hearing or visual loss, people who are deafblind and people with a learning disability. However, this list is not exhausting. Short staff on the Standard, preferably via a face-to-face session (especially for those most directly involved in its implementation), and follow up with email information about what it will entail. Can you assert someone to take on this project? Communicate with patients to find out what their communication preferences are. Some practices send letters to patients (an example is kindly made available on the Practice Index Forum) while other patients and email - which can be read aloud to blind patients via a computer. It's worth remembering that you're contacting people with accessibility problems, so it might be worth using a mix of communication tools. Don't forget your website either! Put a notice in the waiting room and ask patients to tell us if they have any communication preferences. Consider again who your audience is - should notifications be in big print or on yellow paper? It's worth thinking about technology. For example, review existing policies and practice around using email and text message to communicate with patients; these can be quick, inexpensive and convenient ways to contact many people who have hearing or visual loss. If there is an induction loop system available (to support hearing aid users), make sure it works and that staff know how to use it. The next stage proposed by practice managers is to read Code Patients' medical records to show they have been contacted. One practice for example, a preferred method of contact code XaQmO. Next, it's time to put a note on the front screen of patients to highlight that they have a communication need. On systmOne there is a box that you can check to show preferred contact method - Admin tab > Patient Details > Record Contact Details > check the box for Preferred Contact method. Now it's time to ensure the required documents are ready and waiting. It may be worth compiling a stock of braille, audio, easy reading and alternative language documents, which can be accessed for free from the NHS. Practices should also be able to provide large print versions of practice policies and other information about yellow paper for face-impaired patients and PDF documents enabled to work with the read aloud function. www.easyhealth.org.uk is a handy resource to turn to. It is, of course, impractical to keep every leaflet in every language or in braille, so in most cases the supply of one should suffice - and keep CQC inspectors happy. Modifying your registration or new patient forms so that they are more accessible and a question of whether section on information and communication needs includes is a good idea – and a quick way to pick up communication preferences. Make sure you have an ongoing policy to check patient communication needs – as health can deteriorate. Identifying current patient needs can be performed opportunistically as they contact your practice. Much of this is down to practicing staff to use their initiative to identify people who can benefit from more questioning. We hope this helpfully, but if you need more information, go to the NHS England website together. This includes the full suite of documents associated with the Standard. The Information Standards Notice (ISN), Specification and Implementation Guidance for the Standard is published on the Health and Social Care Information Centre Website. How do you implement the new AIS? Let us know by commenting below or joining the conversation on the Practice Index Forum here. ————- Trending topics in the forum: Do you feel in control? Do the 'goats' stop at you? National minimum wage/Living wage causes dissent in staff as pay gap decreases Come in to manage (which has proven to be) a tough team! Rating[Total: 5 Average: 4.6/5] The Accessible Information Standard came into effect from July 31, 2016 on health and social care in England.The goal is to ensure patients have access to information they can be understood and provided with any communication support they need. Which organizations apply the Standard? All organisations that provide NHS or Adult Social Care must follow the Standard. These include NHS Trusts, NHS Foundation Trusts, Independent Contractors and suppliers from the Private and Voluntary sectors. Which patients are affected by the Standard? The Standard is from on all patients and service users who have information and/or communication needs related to a disability, impairment or sensory loss. This also applies to parents and the caregivers of patients/service users who have such information and/or/or where appropriately necessary. Individuals likely to be affected by the Standard include people who are blind or deaf, who have hearing and/or visual loss, people who are deaf/blind and people with a learning disability. However, this list is not exhausting. What impact will the implementation of the Standard have? Successful implementation of the Standard aims to lead to improved outcomes and experiences, and providing safer and more personal care and services to the individuals who come within the Scope of the Standard. This should lead to improvements in patient satisfaction and experience, patient safety, outcomes (for example, an earlier diagnosis and treatment of a condition) and patient ability to self-care and comply with clinical and medical advice. As a health provider, we would like you to contact us at home info@ic24.nhs.uk so that we are aware of your communication preference. You can find out more by clicking on the following link: IC24 will: Use the information our patients provided to us about their communication needs and determine how to meet them. Draw those needs received by IC24 safely and clearly. Work with GP practices to identify how this can be highlighted to IC24 through the GP practice when their patients gain access to IC24's urgent care services. Share patient information and communication needs with other providers of NHS and adult social care, when they have permission or permission to do so. Take steps to ensure patients receive information they can access and understand and receive communication support if they need it. Please let IC24 info@ic24.nhs.uk know if you have a disability, impairment or sensory loss, and the kind of information and communications support you need. It will be noted on our secure database and will help us prepare for the next time you use our services. Thank you. You.