WELSH HEALTH CIRCULAR

Issue Date: 28 September 2018

Llywodraeth Cymru
Welsh Government

STATUS: COMPLIANCE

CATEGORY: INFORMATION TECHNOLOGY

Title: Sensory Loss Communication Needs (Accessible Information Standard)

Date of Expiry / Review N/A

For Action by:
General Practitioners
Chief Executives, Health Boards/Trusts
Heads of Information Technology

Action required by: Immediately

Sender: Joanna Jordan, Director of Mental Health, NHS Governance and Corporate Services

DHSS Welsh Government Contact(s) :
Helen Freese, Senior Governance Manager, Government & Corporate Business Team, HSSG, Cathays Park, Cardiff CF10 3NQ E-mail: Helen.Freese@gov.wales Tel: 03000 259003.
Katy Hossack, Government & Corporate Business Team, HSSG, Cathays Park, Cardiff, CF10 3NQ. E-mail: Katy.Hossack@gov.wales Tel: 03000 251329

Enclosure(s): (1) DSCN 2018/0I – Sensory Loss Communication Needs, (2) Implementation Plan

Llywodraeth Cymru
Welsh Government

28 September 2018

Dear Colleague

Sensory Loss Communication Needs (Accessible Information Standard)

Please find enclosed details of a new data standard, which is required as a key enabler, to ensure effective capture and communication of sensory loss communication and information needs between healthcare professionals in Wales.

This Data Standards Change Notice (DSCN) mandates the standard for how information relating to individuals (patients and service users, and where appropriate the parents and carers of patients and service users) who have information and/or communication support needs, which are related to or caused by sensory loss, must be recorded in systems.

This standard applies to all bodies that commission or provides health services in Wales, in partnership with the NHS including their relevant system suppliers.

The following actions must be taken:

- All relevant staff must be made aware of their responsibilities for recording such information in order to support individuals with information and/or communication needs, which are related to or caused by sensory loss, where those individuals are within the scope outlined in this document with immediate effect.
- All systems in procurement, or for future procurement, MUST comply with this Standard with immediate effect.
- All relevant actions must be taken in order to comply with the Implementation Plan with immediate effect.

The detail for the Standard, along with the codings to be used, can be found here: http://www.nwisinformationstandards.wales.nhs.uk/dscns-2018 and an Implementation Plan is attached.

Yours sincerely

Jo Jordan
Director of Mental Health, NHS Governance and Corporate Services

BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Cathays Park /Parc
Cathays
Cardiff / Caerdydd
CF10 3NQ

Ffôn/Tel:
@.gov.wales

Gwefan ● Website:
www.wales.gov.uk

Accessible Information Standard Wales
Implementation Plan

Overview of the Standard

DSCN18/01 - Accessible Information Standard (AIS) directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication needs of patients, service users, carers and parents, where those needs relate to sensory loss.

It is of particular relevance to individuals who are blind, visually impaired, D/deaf, hard of hearing or deaf/blind, although it should support anyone with information or communication needs relating to sensory loss, for example, people who have aphasia, autism or a mental health condition which affects their ability to communicate.

The Standard assists in managing patients with sensory loss by giving them access to information that they can understand. For example in large print, Braille or via email, and any communication support they may require, for example by offering support from a registered British Sign Language interpreter (BSL).

The Standard applies to all providers across NHS Wales who's systems currently support the capturing of this information and specifically to GP surgeries in primary care.

The Accessible Information Standard enables you to:

☐ **Ask** - Identify patients who have communication or information needs relating to sensory loss and, if so, what they are.

☐ **Record** - Record those needs in a standardised way.

Alerts - Ensure that a patient's needs are highly visible when their record is accessed and where required, prompt for action.

 Share - Include information about a patient's needs with other NHS organisations where systems are enabled to do so (which includes following existing information governance frameworks).

 Act - Ensure patients receive information which is accessible, that they can understand it and that they receive the appropriate communication support if they need it.

Aim of the Standard

The aim of the Standard is to establish a framework and set a clear direction so that patients and service users (and where appropriate carers and parents) who have communication and/or information needs relating to sensory loss receive:

- Accessible information (information which is able to be read or received and understood by the individual or group for which it is intended); and
- Communication support (support which is needed to enable effective, accurate dialogue between a professional and a service user to take place);

So that they can access NHS Wales services appropriately and independently and make informed decisions about their health, well-being, care and treatment.

Timescales

The Standard is split into two phases:

- Phase 1: GP surgeries must capture and record the communication and information needs of those with sensory loss – this phase takes effect immediately.
- Phase 2: The recorded communication and information needs are automatically included in all e-referral letters to

secondary care – this phase is expected to be completed by Winter 2018.

Implementation

The Accessible Information Standard template is automatically available to all practices in Wales (see Annex 1 & 2), which includes guidance on how to ensure the AIS is fully implemented:

Vision: Accessible Information Standard – Wales - See Annex 1

EMIS: Accessible Information - See Annex 2

Additional Information

For additional information - see *The All Wales Standards for communication and information for people with sensory loss*

You can also find additional resources available via accessing the following web links.   **Please note that these resources are continually being updated and added to.**

Visit:

http://www.equalityhumanrights.wales.nhs.uk

Charities/Third Sector organisations links:

Action on Hearing Loss Cymru
Communication toolkit for frontline
staff

RNIB

British Deaf Association

Centre of Sign - Sight - Sound

Deafblind Cymru

Wales Council for the Blind

September 2018

Version 1

National Deaf Children's Society
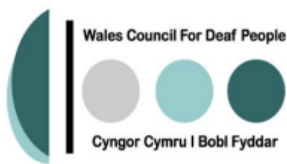
Wales Council for Deaf People

Sense

Sightcymru

September 2018

Version 1

Accessible Information Standard - Wales

Overview

The Accessible Information Standard assists in managing patients with sensory loss by giving them access to information that they can understand. For example in large print, Braille or via email, and any communication support they may require, for example by offering support from a British Sign Language interpreter (BSL).

The Accessible Information Standard enables you to:

- **Ask** - Identify patients who have communication or information needs relating to sensory loss and, if so, what they are.

- **Record** - Record those needs in a standardised way.

- **Alerts** - Ensure that a patient's needs are highly visible when their record is accessed and where required, prompt for action.

- **Share** - Include information about a patient's needs with other NHS organisations (which includes following existing information governance frameworks).

- **Act** - Ensure patients receive information which is accessible, that they can understand it and that they receive the appropriate communication support if they need it.

  Note - For more information - see *The All Wales Standards for communication and information for people with sensory loss http://gov.wales/topics/health/publications/health/guidance/standards/?lang=en*.

Prerequisites

The Vision+ Accessible Information Standard is automatically available to all practices in Wales. It consists of:

- Alert Popup prompts at the point of patient contact

- Data entry tools

- Reports

To check that you have the Accessible Information Standard (AIS) module provided by Vision you need to check **Download Web Files**. To do this:

1. Right click on Vision+ ➕ in the Windows Notification Area

2. Select **Download Web Files**.
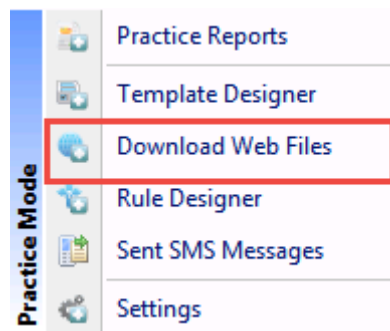
Download Web Files

3. The Download Web Files screen is displayed and the Accessible Information Standard should say *"Up to date"*.

Accessible Information Standards

Using Vision to help with Accessible Information Standard

The Vision+ Accessible Information Standard (AIS) enables you to identify and meet the needs of your patients by using the following:

Vision+ Popup Alert Window
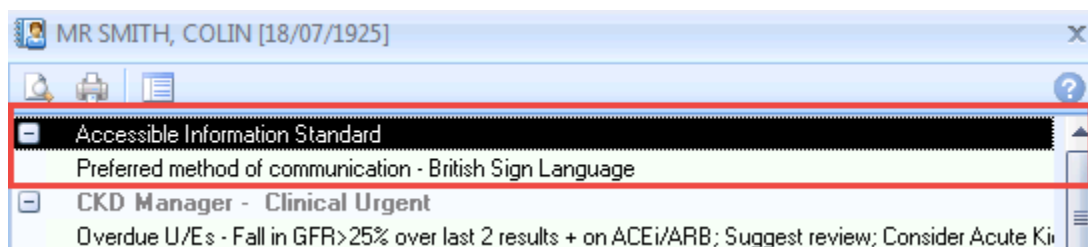
Alert Popup

In Consultation Manager when a patient's record is opened, the Alert popup window displays:

- Patient specific alert prompt for patients with Read codes suggesting they may have specific communication needs.
- Patient specific alerts highlighting communication preference and needs.

For more information on using the alter popup window:
http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46286

> **Training Tip** - By default QOF alerts appear when you select a patient in Consultation Manager. To combine both QOF and non-QOF alerts, refer to the Vision+ Settings - Combine Triggers option.

Vision
The Bread Factory
1a Broughton Street
London SW8 3QJ

Registered No: 1788577 England

www.visionhealth.co.uk
T +44(0) 20 7501 7000
F +44(0) 20 7501 7100

Accessible Information Standard Template

Accessible Information Template

From the patient record, you can quickly access the AIS data entry template by clicking the Vision+ icon [icon] on the floating toolbar and selecting **Clinical Templates**. The template enables you to quickly record:

- Communication preferences and needs.

[icon] **Note** - The template is interactive so some options only become available if the patient meets the relevant criteria eg if the patient states that their preferred method of communication is Sign Language then the Preferred method of communication - British Sign Language is enabled.

For information on how to access and record data to a clinical template - see *Viewing or adding data to a template http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46421*.

Vision+ Practice Reports
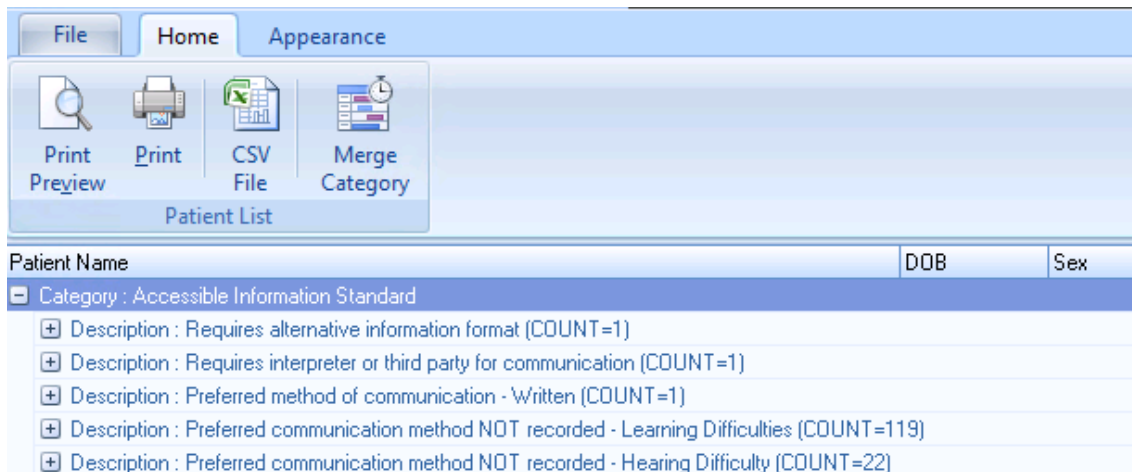
Vision+ Reports

The Vision+ Practice reports are accessed by right clicking on the Vision+ ✚ icon in the Windows Notification area and selecting **Practice Reports**. From the Practice Reports screen, select **Accessible Information Standard**. The AIS reports are designed to assist in identifying:

- Patients with Read codes suggesting they may have specific communication needs.
- Patients with specific communication preferences and needs recorded.

For information on how to run Vision+ Reports - see *Accessing Vision+ practice reports.   http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46733*

New Patients

You may want to ask patients who are registering with your practice if they have any communication or information requirements.

Word and Vision+ Templates

Consider creating document letter templates in large text format for patients who are visually impaired. To amend or create Word templates, see *Word template letters http://help.visionhealth.co.uk/DLM550/Word_Processor/index.htm#5761* or *Vision+ template letters http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46475*

Patient Warnings

You can also add a Patient Warning to a patient's record to alert you of specific information or communication requirements. This information is then visible within the patient's record, or if viewing the patient, in appointments, for example, you may want to give a patient a longer appointment time. For more information on patient warnings, see *Patient warnings. http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46286*

Read code Priority

You may want to make this information visible to everyone in the practice by setting the communication and information needs Read codes to a high priority, as per your practice policy.

Accessible Information

We're pleased to let you know that we've released a clinical template and report in the EMIS Library to help you record and manage the communication and information support needs of your patients, in line with the latest government requirements regarding Accessible Information.
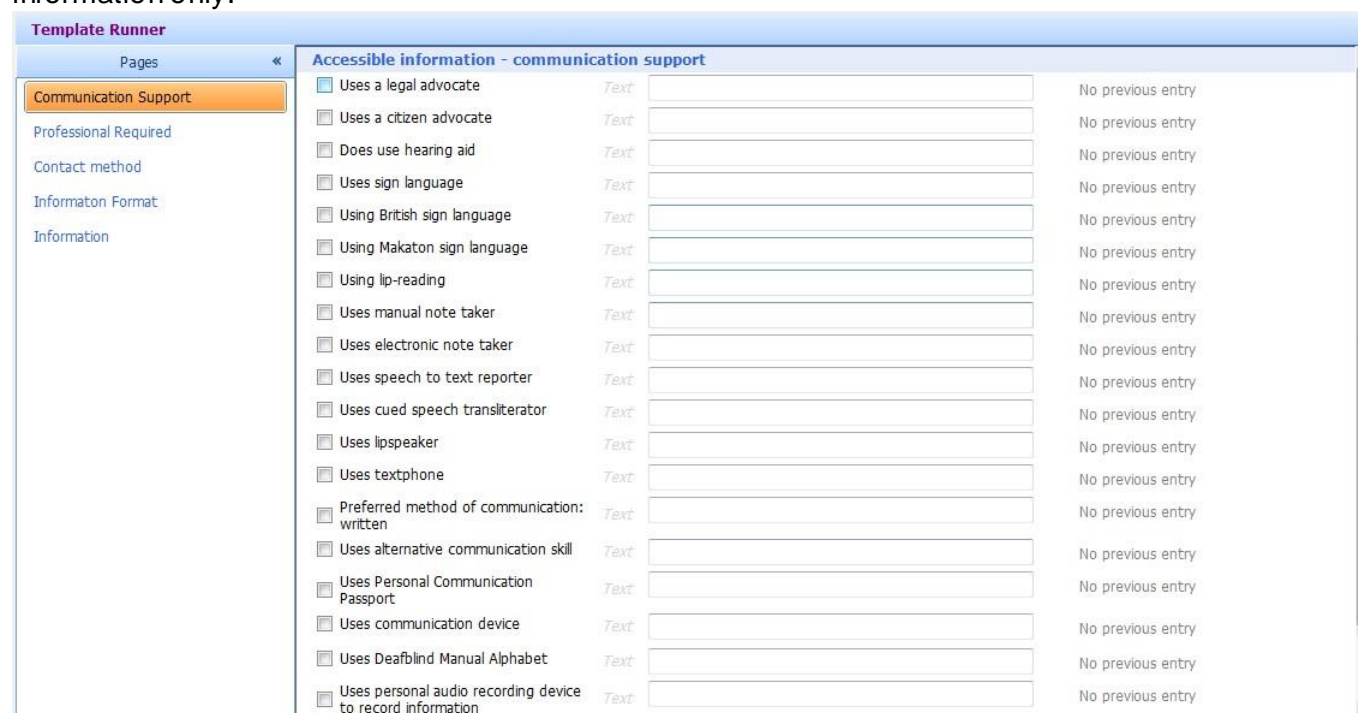
DSCN 18/01 Accessible Information directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to sensory loss.

Accessible Information Template

You'll find the template in Template Manager > EMIS Library > Community and Specialist Services Templates > Specialist Clinical Services.

The clinical codes used in the template follow the DSCN 18/01 Accessible Information subsets in the NHS Data Model and Dictionary. Using the template means you spend less time looking for the correct codes, and ensures your data is both consistent and compliant with the Accessible Information Standard.

The template comprises five pages, four of which are for data entry and the final page is for information only.

Accessible Information template

To use the template:

- Select the page you require from the navigation pane on the left of the template.
- Tick any of the options that apply, and type any additional information into the text box beside your selected item(s).
- Any previous entries are displayed in the final column beside the text box.
- On the ribbon, click **Save Template**.

Searches and report

To support this tool we've also released a suite of searches and a list report to help you identify any patients with a recorded accessibility need.

> You'll find the report and searches in Population Reporting > EMIS Library > EMIS Administration > Accessible Information (SCCI1605)

The main search, called 'Patients with accessible information needs', is based on the following four searches:

- Accessible information – communication support.
- Accessible information – requires communication professional.
- Accessible information – requires specific contact method.
- Accessible information – requires specific information format.

The report is based on the main search for patients with accessible information needs, and displays the patient name and numbers along with details of their disability requirements.

Accessible Information need – list report

Parent Population: Patients with accessible information needs
Last Run: 22-Jul-2016 11:29   Relative Date: 22-Jul-2016 11:29

Patient Count	Males	Females
4	2	2

Patient Details				Communication support			Requires specific contact method			Requires specific information format			Requires communication professional		
Title	Full Name	EMIS Number	NHS Number	Date	Code Term	Associated Text	Date	Code Term	Associated Text	Date	Code Term	Associated Text	Date	Code Term	Associated Text
Miss	MOSS, Nicola (Miss)	3775	418 814 2855	22-Jul-2016	Using British sign language										
Mr	BOOTH, Nicholas (Mr)	377	759 393 1056										22-Jul-2016	Interpreter needed – British Sign Language	
Mr	COATES, John (Mr)	324	759 030 8412				22-Jul-2016	Requires contact by telephone							
Mrs	BEVAN, Maureen (Mrs)	1553	839 967 5180							22-Jul-2016	Requires information on audio cassette tape				

Accessible Information need list report

> Incorporate the search for patients with accessible information needs into your mail merge letter runs. You can then choose to either include or exclude those patients you need to communicate with separately, taking into consideration their recorded accessibility

requirements.

Patient warning

We're confident you'll find that EMIS Web provides you with the flexibility to implement the AIS requirements in the way that best suits your organisation.

There are several ways to trigger warnings for the patients and service users with identified accessibility needs in your organisation.

Instead of using a protocol alert, why not add a Patient Warning? You can then write your own warning message and choose the Trigger Points that are most suitable for your organisation. e.g. book appointment, arrive patient, add consultation.

Further Information

Click the bold text to be taken to the websites.

- For additional information take a look at the **All Wales Standards for communication and information for people with sensory loss**.
- Additional resources are also available on the **NHS Centre for Equality and Human rights website**.