

# WELSH HEALTH CIRCULAR



Llywodraeth Cymru  
Welsh Government

**Issue Date:** 20 September 2019

**STATUS: COMPLIANCE**

**CATEGORY: INFORMATION GOVERNANCE**

**Title:** Sensory Loss Communication Needs (Accessible Information Standard) - of parents and carers of patients and service users.

**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

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**Enclosure(s):** DSCN 2018/01 – Sensory Loss Communication Needs – Hand out/guidance

## **Sensory Loss Communication Needs (Accessible Information Standard) Accessible Information for Parents/Carers**

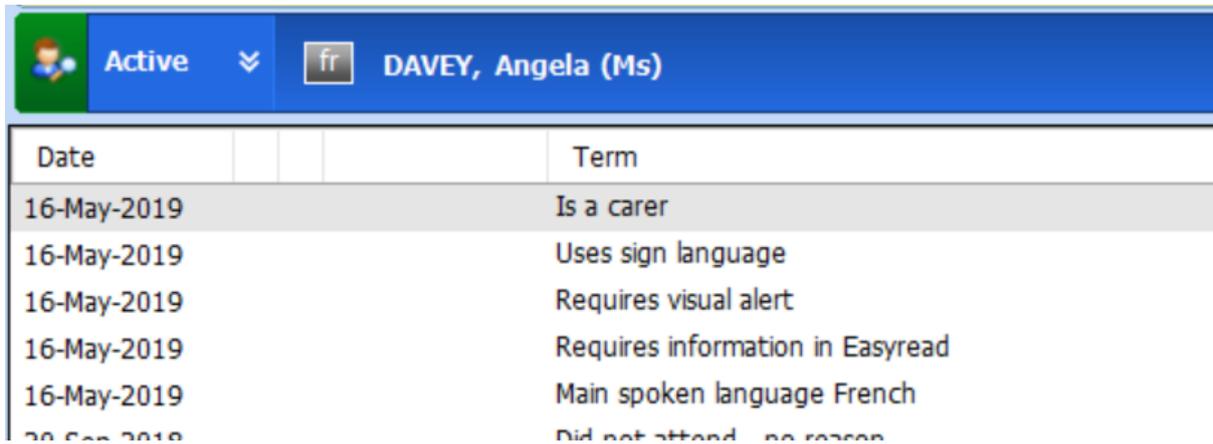
In December 2018, a Welsh Health Circular (WHC (2018) 30) was issued on the new data standard, which is required as a key enabler to ensure effective capture and communication of sensory loss communication and information needs between healthcare professionals in Wales.

As a reminder, the 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.

The guidance issued alongside the Welsh Health Circular for this change did not visually show how to record the communication needs of parents and carers of patients and service users. This is a follow up/awareness to the previous WHC with a hand out on how to record the communication needs for these patients.

# EMIS:

AIS codes and language preference added to patient record (for example Angela Davey)



The screenshot shows the EMIS interface for patient Angela Davey. The patient's name and language preference (fr) are visible in the header. Below, a table lists AIS codes added on 16-May-2019.

Date	Term
16-May-2019	Is a carer
16-May-2019	Uses sign language
16-May-2019	Requires visual alert
16-May-2019	Requires information in Easyread
16-May-2019	Main spoken language French
20-Sep-2019	Did not attend - no reason

New patient selected in EMIS Web (for example Sandra Barry) and within Registration module the option to add relationship link is selected



The screenshot shows the EMIS Registration module for patient Sandra Barry. The 'Family / Relationship Links' tab is selected. A dialog box titled 'Add Relationship Link' is open, showing the patient's details and two options for adding a relationship link.

1. Demographics 2. Additional 3. Online Services 4. Family / Relationship Links 5. Status History 6. Audit History 7. GP2GP

Name	Relationship to Patient
BARRY, Sandra (Miss)	

Filters

**Add Relationship Link**

Born 20-Apr-2001 (18y) Gender Female  
Usual GP HARDING, Brian (Dr)  
NHS No. 761 303 2760

Add relationship link from registered patient  
 Add relationship link from free text entry

OK Cancel

Angela Davey is selected as relation, Parent and Carer options are selected

Add Relationship Link

**Add Relationship Link**

 This contact is a patient. Some details cannot be edited from here.  
Please edit their details in the Registration module.

**Personal Details**

* Relationship to Patient	Parent
* Title	Ms
* Family Name	Davey
* Given Name	Angela
* Gender	Female
NHS Number	988 544 4157
Date of Birth	08-Jul-1938

**Carer Details**

* Cares For	Yes
* Is a Main Carer	Yes
Permission Date	16-May-2019

OK Cancel

The following screens show that Angela Davey (who has the AIS codes and language recorded) is now recorded as Parent and Main Carer (MC) for Sandra Barry.

**Active** **BARRY, Sandra (Miss)** Born **20-Apr-2001 (18y)** Gender **Female**  
Usual GP **HARDING, Brian (Dr)**

1. Demographics 2. Additional 3. Online Services 4. Family / Relationship Links 5. Status History 6. Audit History 7. GP2GP

	Name	Relationship to Patient
MC	DAVEY, Angela (Ms)	Parent

**Detailed View**

**DAVEY, Angela (Ms)** MC [View Care Record](#)

Born **08-Jul-1938 (81y)** Relationship To Patient **Parent** Home Tel No **(Not recorded)** 13  
Gender **Female** Work Tel No **(Not recorded)** Cr...

ems EMIS Web Health Care System - EMISWebCR1 50002 - 50002

Registration Carers Online users

Add Carer Edit Carer Active Carers Inactive Carers All Carers Filter Clear Filter

Test Requests - 27 (3) Referrals - 6 GP2GP - 292 (292) Medicine Management - 1 (1) Registration - 750 (3) Lab Reports - 3 Tasks

New priority Workflow Items received - Tasks, Registration, Medicine Management, GP2GP, Test Requests

Name	Date Of Birth
DAVEY, Angela (Ms)	08-Jul-1938 (81y)

**Carer Details**

Name **DAVEY, Angela (Ms)** N  
Gender **Female** P  
Date of Birth **08-Jul-1938 (81y)**  
Home Address **13 High Street  
Cross Gates  
Warley Town  
West Yorkshire  
WF6 0SE** H  
V  
M  
P  
S

**Patients Cared For**

+ Add Edit Remove View Patient Registration

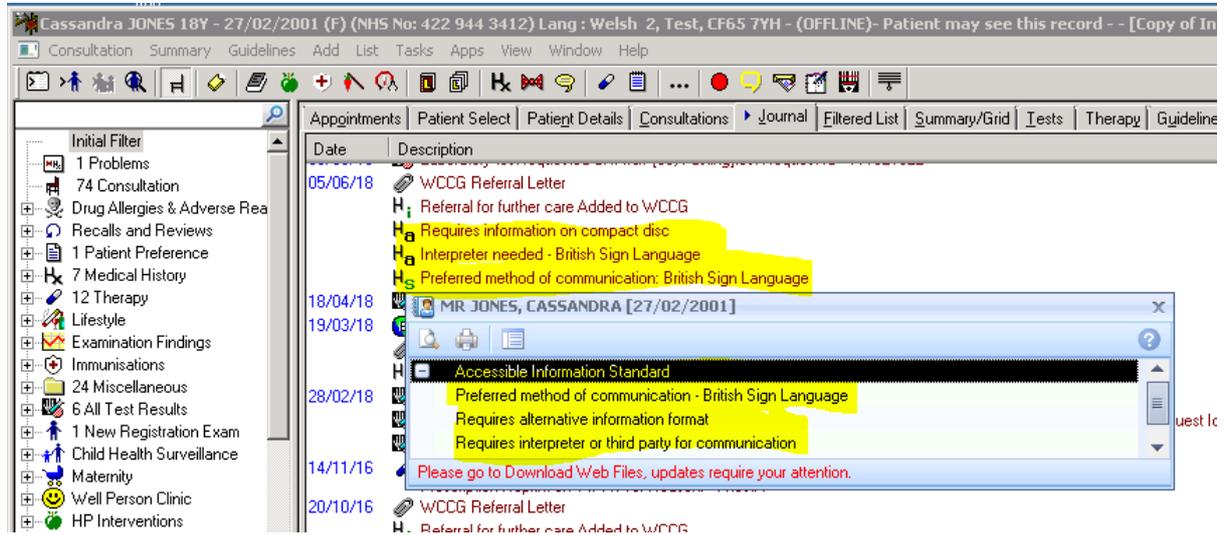
Name	Carers Relation
BARRY, Sandra (Miss)	Parent

For further support please visit the EMIS Support Centre:

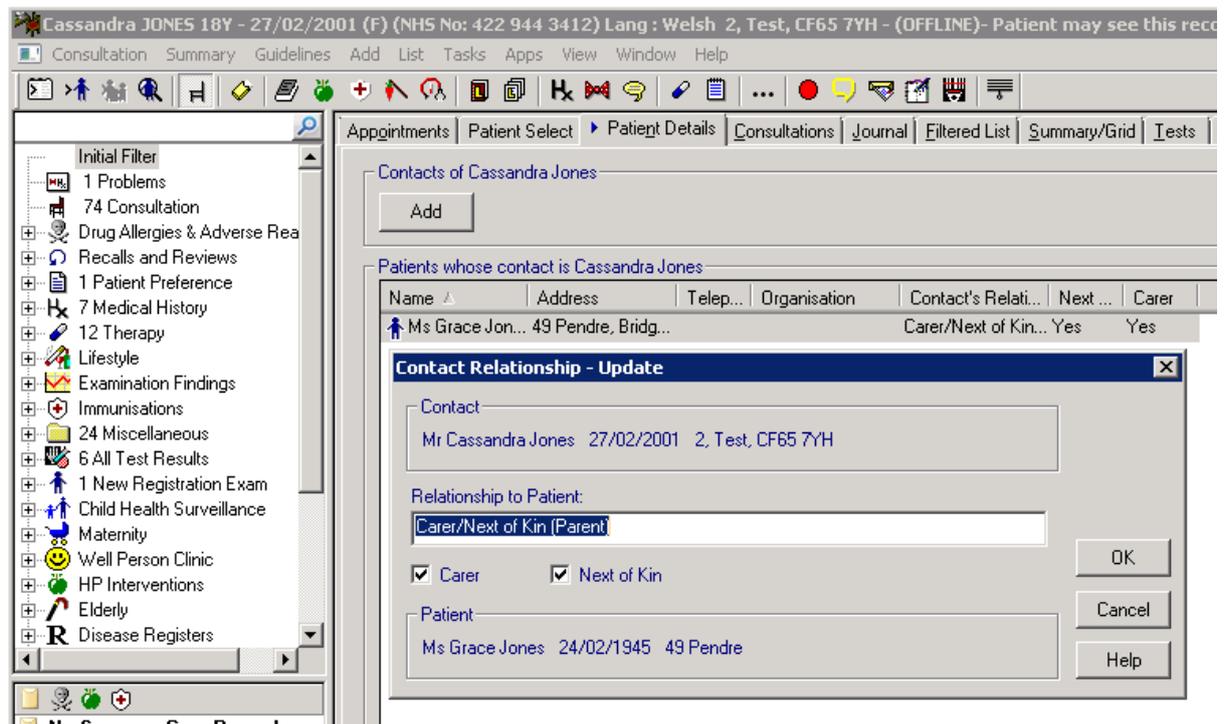
<https://supportcentre.emishealth.com/>

# Vision 3:

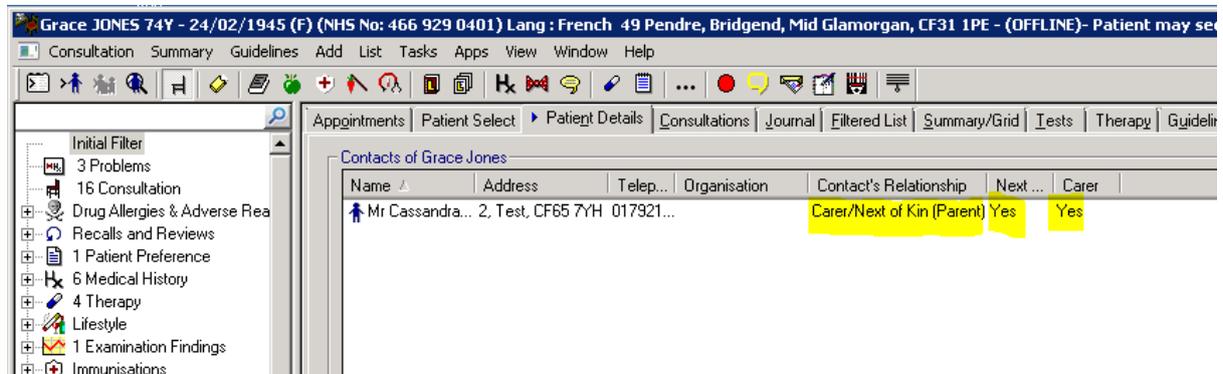
AIS codes and language preference added to patient record (for example Cassandra Jones)



Within Patient Details or Registration, a patient can be added whom Cassandra Jones is to be a contact of, Carer and next of kin can be selected, it is also possible to enter that the relationship is parent into the free text box. This is demonstrated below with Grace Jones being nominated:



When viewing the patient details for the previously added contact they are noted as being a Carer for the original patient (Cassandra Jones)



For further support please visit The Hive:

<http://hive.visionhealth.co.uk/>