

Ashville Medical Practice Accessible Information Standard Policy



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Overview

The Accessible Information Standard 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 a disability, impairment or sensory loss.

A person has a disability if:

- They have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on the patients' ability to carry out normal day to day activities.

It is of particular relevance to individuals who are blind, d/Deaf, deafblind and / or who have a learning disability, although it will support anyone with information or communication needs relating to a disability, impairment or sensory loss, for example people who have aphasia or a mental health condition which affects their ability to communicate.

Practically speaking when a patient has a disability that means that they have a need for information in a different format or they need to use a communication professional or they need to be communicated with using a specific communication method. Parents or carers themselves must not be asked to meet the costs of any information or communication needs.

The Standard applies to service providers across the NHS and adult social care system, and it specifically aims to improve the quality and safety of care received by individuals with information and communication needs, and their ability to be involved in autonomous decision-making about their health, care and wellbeing.

Aim of the Standard

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

- ‘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 services appropriately, and independently, and make decisions about their health, wellbeing, care and treatment.

Five basic steps which make up the accessible information standard

There are 5 basic steps which make up the Accessible Information Standard and Ashville Medical Practice shall:

- 1. Ask:** identify / find out if an individual has any communication / information needs relating to a disability or sensory loss and if so what they are.
- 2. Record:** record those needs in a clear, unambiguous and standardised way in electronic and / or paper based record / administrative systems / documents.
- 3. Alert / flag / highlight:** ensure that recorded needs are ‘highly visible’ whenever the individuals’ record is accessed, and prompt for action.
- 4. Share:** include information about individuals’ information / communication needs as part of existing data sharing processes (and following existing information governance frameworks).
- 5. Act:** take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.

Exclusions

The standard has some key exclusions and these include:

Recording demographic data i.e. the standard is not about recording disability and or using this for statistical purposes.

- The standard scope does not apply to web sites accessibility or signage standards
- The standard scope does not apply to provision of foreign language needs
- The standard scope does not include personal preferences where these are not associated with a disability.
- The scope of this standard applies to people with a Learning Disability as defined in the standard but not to people who have a Learning Difficulty

Delivering our policy

- All staff are responsible for helping to deliver this policy
- We will promote this policy internally and also outside of the organisation
- We will train staff members in disability awareness
- We will regularly review and update our policy as appropriate