

Accessible Information Policy for Patients

AUTHORISATION DATE

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REVIEW DATE

Aug-23

PERSONS RESPONSIBLE

All staff

OVERVIEW

This policy is to ensure that all patients who need extra support due to a disability has equal access to health care here at Charlotte Keel Medical Practice.

The **Accessible Information Standard** is a law which aims to make sure people with a disability or sensory loss are given **information** they can understand, and the communication support they need.

Accessible information is understood as **information** provided in formats that allow every user and learner to access content 'on an equal basis with others.

Staff should follow the 5 steps below when dealing with a patient who is disabled.

1. Ask

Identify find out if an individual has a 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 individual's record is accessed and prompt for action

4. Share

Include information about individuals needs as part of the existing data sharing processes (and in line with existing information governance frameworks).

5. Act

Take steps to ensure that individuals receive information which they can access and understand, and receive communications supports if they need it.

All staff

- On initial contact, patient should be offered help to fill in any forms and offered a private area to complete, should the member of staff need to do this for a patient. If the patient has any disability this should be recorded on their records and an alert put onto EMIS to ensure staff are aware.
- If a patient needs extra time due to their disability ensure this is marked so that other staff can book a double appointment where necessary.
- When dealing with a deaf or partly sighted person you can use Relay UK that will allow the patient to get a text from the service when we phone Relay UK. The patient will need to set up a number that is then linked into his own system at home (could be a mobile). This number needs to be recorded on the

patient alert. We can also receive calls from Relay UK where a call handler will ring us and relay what we say onto the patient via text. **See Appendix A** for details on how the service works.

- It is always good to remember that the patients has a choice of what media to use as British Sign Language is also an option and we can phone to organise a BSL interpreter if needed (0845 685 8003).
- Learning Disability patients should have easy read leaflets where possible and their carer with consent should be allowed to talk on behalf of a patient.
- It is good practice to ensure that an EMIS alert is put onto every patients record as well as the correct code, this will ensure it is easy to indemnify patients who need information in a different format.

APPENDIX A

Text relay for deaf or hard of hearing people

Text relay offers **text-to-speech** and **speech-to-text** translation services. A **relay** assistant in a call centre acts as an intermediary, enabling people with hearing or speech impairments to communicate with other people over the telephone

Text relay services. The Next Generation **Text (NGT)** Service, which replaced **Text Relay**, helps people who are deaf or have hearing loss communicate with people who use telephones, and vice versa, through a **relay** assistant. **NGT** can be used with smartphones, tablets, computers and text phones

The deaf or hard of hearing person can give family, friends, and businesses their own unique Text Number so when they call you, they automatically connect to a Relay Assistant without having to dial 18002 first.