

1.0 Introduction

East Lancashire Hospitals NHS Trust (ELHT) was involved in the initial pilot for testing the Draft Accessible Information Standards.

The purpose of this paper is to present progress to date on implementing the Standards.

2.0 Governance

The Trust's PLACE strategic improvement & Signage Project group is responsible for the Governance of the Implementation of the Accessible Standards. A Multi Agency working group has been brought together within ELHT to oversee the work which includes services users, members of the public and organisations representing disabilities.



Agenda - 7th
September 2015.pdf



ELHT Trust Signage
Project Group - Deliverables

3.0 Progress

3.1 Awareness Raising & Educational Programmes

One of the main things across our entire development plan is to develop and provide an awareness raising educational programme. This includes events, training, marketing, publications and sharing information through various communication networks. Below are some of the activities that have been carried out in between June – Aug. 15:

- New training materials were developed with some of the exercises being embedded into the existing Equalities and Diversity training. This was rolled out across Trust with a total of 157 staff members receiving the training so far.



Easy read guide
2015.pdf



making information
accessible checklist.pdf



Diverse
Communities - Case Study

- The Trust has in place an e-developer hence there is scope for an e-learning programme.
- Exploring training resources provided by RNIB and similar organisations
- During the Trusts Health & Wellbeing conference staff was provided with information on how services can ensure the information they provide is accessible to everyone, particularly people with disabilities.

- The CEDAR centre proactively market their services to patients and members of the public, this includes referrals from GP and social care
- The Trust's website has been reviewed and there is going to be a complete revamp to meet the needs of all users.
- Learning from the Accessible Information Pilot project has been shared across various networks and organisations and individuals have contacted ELHT about any queries they may have around the Pilot study.
- Marketing materials have been re-designed in line with our corporate branding although roll out has been delayed due to holidays.



J9843 ELHT
Communication A3 Po

3.2 Policies & protocols & Contracts

A comprehensive Procedure on Assistance Dogs has been revised which is currently awaiting approval.



Assisted Gog
policy.pdf

New SLA's with providers of alternative communications has been established.

3.3 Equipment

Portable Hearing loops have been purchased for use at public and other meetings where necessary.

Texting reminders of appointments have also been introduced in some areas. In addition, people can also email concerns to the Customer Care Team

3.4 Systems & Processes

Provision of out-patient letters in a more accessible format and a simplified letter



Sample New
Appointment Letter v

The Patient Record (used when patients are admitted to a Ward) is currently under revision and will include questions to the patient around communication needs and to note any communication needs of next of kin/carer. These details will go with the patient wherever they are transferred to within the Trust.

The Trust signage project is also a good example to illustrate where the needs of service users with information/communication needs have been taken into account.



Trust Signage
Workshop Notes - 13

Plans are in place to produce a pictorial aid to help assess and advise a wide range of individuals with communication difficulties during admission.

4.0 Conclusion

Whilst some progress has been made, there is still a long way to go, particularly around areas involving communication with service users and awareness raising and training of staff. Existing infrastructure and financial constraints may also present significant barriers to achieving compliance with the Standards and some projects will, of necessity, be long term.