

## NHS ACCESSIBLE INFORMATION STANDARDS

### Progress report to Sarah Marsay NHS England (Nov 2016)

East Lancashire Hospitals NHS Trust (ELHT) has made significant progress in implementing the NHS Accessible Information Standard (AIS) to ensure that patients, service users, carers and parents who have a disability or sensory loss receive information they can access and understand. This could be large print formats, braille or via email, and with professional communication support if they need it, for example from a British Sign Language interpreter.

ELHT set up an AIS implementation project group to scope the requirements for compliance by reviewing current patient administration and record systems to identify what needs updating, changing or replacing. The deadline for implementation was 31 July 2016 and we worked hard to ensure full compliance with the Standard but it was important to get things right and only by undertaking a comprehensive review of our internal processes can we ensure improvements remain sustainable and are centred around the best outcomes for our patients and service users.

The following actions have been taken in support of meeting the AIS so far:

- The establishment of a project manager to lead implementation of the Standard
- Creation of a totally personalised Passport for each individual service users information & communication needs
- Installed NHS England AIS e-learning package onto our in-house training system to increase staff awareness and assessing additional training needs for staff
- Developing system flags to identify patients, service users and/or carers who require information in a different format
- Creating a consistent internal process when requesting information in new formats
- Undertaking a review of existing policy and practice around use of email and text messages, with the intention of using this method routinely for patient appointments
- Review of hearing loop system at all sites
- Meetings held with charities: RNIB, SENSE, Action on Hearing loss,
- Development of a plan for ensuring trust-wide awareness of the Standard to include staff briefings
- ELHT has shared best practice with other Health & Social care organisations