

# Have you assigned your AIS Champion?

On 24.06.15 the new 'accessible information standard' was approved. All organisations that provide NHS or adult social care must follow the accessible information standard by law.

Organisations must follow the standard in full by 31.07.16, and there are some things they must do before then.

The aim of the accessible information standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

In order to implement this standard and ensure your health care setting is compliant, its best practice to protect some time to ensure you business has everything you need and one effective approach is to assign the role of AIS Champion to a member of your team.

## The role of the AIS Champion:

- To fully understand what the AIS requirements are.
- To communicate these requirements to colleagues.
- To identify areas of the business that require communication with members of the public/ patients.
- To assess these and consider if they could be improved to ensure they are more easily accessible i.e. signage, leaflets, consultation forms – *See comms format guide for ideas and support in the resources section.*
- Create a SOP for your organisation and ensure all team members are up to speed – *Example SOP for Community Pharmacy is available in the resources section that can be adapted to other Healthcare settings*
- Be aware of local support groups and charities to enable you and your team to signpost members of the public/ patients effectively – *List of national groups listed in the resources section alongside some Greater Manchester specific organisations.*
- Ensure you have a mechanism to identify those with additional communication needs – have agreed questions that you and your team can use when conversing with the patient.
- Ensure you have a mechanism to record the patients need for alternative communication formats / need this can be electronic and or paper. *See examples in the resources section.*
- Implement a process in which you can share this knowledge with other health care professionals you are aware the individual comes into contact with. *Join the AIS Champion Network alongside other Healthcare professions, to discuss and develop methods that benefit all and streamline the process.*

*To assist you with the above CHL have collated a number of resources that you can adapt to use within your health care setting. Visit the CHL website on [www.cpgmhealthcare.co.uk](http://www.cpgmhealthcare.co.uk) and look up the AIS page.*



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