



AIS

accessible
information standard
SOP

Procedures to follow when the implementing the Accessible Information Standard to ask patients about any communication needs they may have and ensure that you record that information in your records.



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SOP: PROCESS – THE ACCESSIBLE INFORMATION STANDARD

SOP Scope	Procedures to follow when the implementing the Accessible Information Standard (from June 2016).			
Date of SOP		SOP Prepared by		Signature
SOP version number		Date of next review		Date review takes place / initials

Action/ activity	Procedure /steps	Guidance
1 Identify	<ol style="list-style-type: none"> 1. Confirm whether the person contacting or presenting in the pharmacy is the patient, or their carer/parent, and whether they are presenting in the pharmacy for the first time 2. If the patient is <u>new</u> to the pharmacy, ask if they have any information or communication support needs relating to a disability, impairment or sensory loss. If yes ask them to explain how the pharmacy team can best meet those needs 3. If the person is an <u>existing patient</u> presenting in the pharmacy, view their patient medication record (PMR) (or any other relevant records) to ascertain whether any records have been made of their information or communication support needs. If not ask if they have any information or communication needs 4. If information or communication needs have been recorded on the PMR, or other records, you should check whether these records need to be updated 	<ul style="list-style-type: none"> *The pharmacy team must routinely find out if a patient has any information and/or communication support needs relating to a disability, impairment or sensory loss *You may wish to update the consultation room information signs, your patient information leaflets and the pharmacy website with information on AIS for patients *An example of signage that can be used is "If you require information or communication in a particular format, please let us know and we will endeavour to meet your requirements" *You must identify the information / communication needs of patients "proactively and opportunistically" *You may wish to include questions on patient communication needs on your patient consent forms for Rx ordering / collection *Ask the patient (or carer/parent) to identify the type assistance, extra information or communication support they require *The pharmacy team should not make assumptions about the patient's (or carer's/parent's) information and/or communication needs *Suggested questions which may be asked by the pharmacy team to identify the information and/or communication support needs of the patient (or carer/parent) include: <ul style="list-style-type: none"> ▶ "Do you need any additional support?" ▶ "Do you need your information in other than standard print?" ▶ "Do you have any special communication requirements?" *Identification of needs can be conducted either in person, via telephone or using a form for patients to sign - for example your pharmacy Rx ordering / collection service form *The patient (or carer/parent) should have a variety of ways in which they can explain their needs: <ul style="list-style-type: none"> ▶ By speaking face-to-face with a member of the pharmacy team in a private area of the pharmacy such as the consultation room ▶ By using an online method ▶ By using a paper form method *Templates for posters to support implementation of the Standard are available on the NHS England website *Consider signposting patients to local organisations that can support or address any additional issues they may have *Signpost patients to the NHS England website where they can find information about the Standard in a number of formats by searching under "Accessible Information Standard" *Charities, including Sense, Action on Hearing Loss and the Royal National Institute of Blind People, have published information on the Standard for patients

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2 Record	<ol style="list-style-type: none"> 1. If a new or existing patient (or carer/parent) indicates they do not have any information and/or communication support needs, make a record on their PMR (or other record) that they have been asked and the outcome - no further action is required. 2. If a new or existing patient (or carer/parent) indicates they have information and/or communication support needs, make a record of those needs and how those needs can best be met 3. Following review of an existing record for a patient (or carer/parent), where the communication needs have changed, update the record using the codes as required in the Standard 	<ul style="list-style-type: none"> *Information and communication needs must be recorded as part of the patient's first interaction with the pharmacy if they are a new patient and, for existing patients, on their next interaction with the pharmacy *Records of information and/or communication needs can be electronic or paper based *Information and communication support needs that are recorded must be based on information provided by the patient *The information that is recorded must state the patient's information and communication needs and not just their impairment <ul style="list-style-type: none"> ▶ For example, a record must state that a patient uses a hearing aid or sign language and not just that they are deaf ▶ Check with your PMR system supplier to see if you have "read codes" with the four subsets defined by the Standard ▶ Contractors which do not have software systems that use SNOMED CT, Read v2 or CTV3 codes must record patients' information and communication needs to meet the requirements of the Standard. Speak to your system supplier for further advice *The information collected must be according to impairment/ disabilities defined in the Standard <ul style="list-style-type: none"> ▶ Further information can be found in the NHS England resource "SCCI1605 Accessible Information: Terminology (as at 03.07.15)" *The pharmacy team should inform the patient (or carer/parent) about the exact information that they have recorded to confirm that the information is correct
3 Flag	<ol style="list-style-type: none"> 1. Highlight the patient's PMR (or other record) so that it is: "<i>Highly visible</i>" that the patient (or carer/parent) has information and/or communication needs 2. Highlighting prompts the pharmacy team to take appropriate action to provide information or correspondence in an alternative format which can be either: <ul style="list-style-type: none"> • Automatically generated • Manually generated once an alert is received 3. Do not send out standard print letters to a patient if it is not appropriate 	<ul style="list-style-type: none"> *If using paper records, a procedure must be in place which all the pharmacy team can follow to ensure that: <ul style="list-style-type: none"> ▶ Any records of information on communication and/or support needs can be brought to the attention of all members of the pharmacy team ▶ The pharmacy team understand the meaning of any alerts *NHS England recommend that patient records are highlighted electronically so it is clear at the point of accessing the patient's record that they have communication and/or information needs *The way that the recorded needs are made "<i>highly visible</i>" should be done in the same way that other risk information such as known allergies, is made visible to the pharmacy team *It is sufficient for the recorded needs to be highlighted on the notes section of the patient medication record (PMR) or the key information section on the front page if using paper records – this information does not have to be highlighted on each page of the PMR *The method used by the pharmacy to record information and/or communication needs must have prompts in place to regularly review and update the data, if required because: <ul style="list-style-type: none"> *The information and/or communication needs of the patient (or carer/patient) might have changed *The most appropriate methods of meeting the needs of the patient (or carer/parent) may have changed

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4 Share	<ol style="list-style-type: none"> 1. Share details on the communication needs of the patient with other relevant healthcare professionals if necessary and appropriate if consent has been given 	<ul style="list-style-type: none"> *There is no requirement to obtain consent specifically for sharing with other healthcare professionals or to renew consent unless it is the pharmacy's usual practice to do so *Information and/or communication needs of the patient (or carer/parent) will be recorded on their Summary Care Record (SCR) if they have given their consent for their GP to include this information
5 Act	<ol style="list-style-type: none"> 1. Meet the patient's (carer's / parent's) information and communication needs 2. The pharmacy must provide information and/or communication in at least one accessible format to the patient (or carer/parent) which is appropriate for their needs 3. The pharmacy must have systems in place to prevent correspondence being sent to the patient which is not suitable for their needs 4. Publish or display an accessible communications policy in the pharmacy 5. Our template policy is included with this SOP which explains how we will meet the Standard 6. Encourage patients who receive information and/or communication in alternative formats to provide feedback 	<ul style="list-style-type: none"> *Provide the patient (or carer/parent) with <u>at least one</u> method of communicating or contacting the pharmacy <ul style="list-style-type: none"> ▶ These must be accessible to and useable by the patient (or carer/parent) ▶ The pharmacy team must contact the patient or carer/parent using these methods ▶ They can include email, text message and telephone *The pharmacy team must take appropriate action to enable the patient (or carer/parent) to communicate – examples include: <ul style="list-style-type: none"> ▶ The pharmacy team member changing their behaviour ▶ The use of aids or tools *The pharmacy team must undertake measures to provide information and/or communication to the patient (or carer/parent) with little or no delay <ul style="list-style-type: none"> ▶ This does not mean that patients, carers or parents have to receive information in their preferred format as long as they have information that they can access and understand and that the pharmacy is prepared to offer other solutions *The pharmacy must outline how it will comply with the Standard in identifying, recording, highlighting, sharing and meeting the information and/or communication needs of patients or carers/parents *The pharmacy must provide a complaints policy which can be accessed by the patient (or carer/parent) with information and/or communication needs *The patient (or carer/parent) must be offered support by the pharmacy team in providing feedback on the provision of information in appropriate formats and/or communication support *Existing information governance procedures must be followed <ul style="list-style-type: none"> ▶ Information on the retention of pharmacy records can be found in the NHS England document "Recommendations for the Retention of Pharmacy Records"

OUR POLICY: THE ACCESSIBLE INFORMATION STANDARD

Q. What is the Accessible Information Standard?

A. The Accessible Information Standard is a new mandatory standard that all NHS and publicly funded adult social care services must follow.

Who is it for?



The essentials



The aim



1 Identify

Ask if people have any information or communication needs, and find out how to meet those needs



2 Record

Record those needs in a set way that is highly visible, using specific definitions



3 Flag

Use alerts or flags to make it clear on the person's file what their needs are, and prompt action to meet those needs



4 Share

Share information about the person's needs with other NHS and adult social care providers



5 Act

Make sure people get their information in an accessible way and have the communication support they need



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