Birmingham Women's and Children's NHS Trust

- compliance position statement with the National Accessible Information Standard (AIS)

Introduction

From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard (AIS).

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

Full implementation of the standard will require organisations to make changes to policy, procedure, electronic systems and human behaviour. Successful implementation will lead to improved outcomes and experiences, and the provision of safer and more personalised care and services to those individuals who come within the Standard's scope.

This paper outlines the work that BWH and BCH have completed to date and identifies a number of actions that are further required to meet the full specification. With the integration a joint scoping, current position and actions required are detailed within an integrated plan.

There are also a number of other equality, diversity and inclusion (EDI) initiatives in place within the Trust that actively aid and nurture meeting the required AIS ethos and stages. These are:

The training up of a cohort of staff to become 'Inclusivity Incredibles' who will deliver team development sessions re: inclusive practice and unconscious bias
A new BWC Trust Cultural Calendar that will celebrate the diversity of people and places
A new Inclusive Recruitment Toolkit that acknowledges the AIS as well as recruiting a workforce that is 'inclusively' aware
Staff & Patient Experience Forums acknowledging discussion, feedback and actions addressing 'access to information' needs for service users and the AIS
Centred work with the Patient Experience team that actions addressing 'access to information' needs for service users and the AIS

Current compliance

Both organisations have been mindful of the needs of its population and providing additional support to its patients and staff where required. A number of existing processes and recording solutions are already in place and have been working well. However the recent published standard has enabled both organisations to review its current support mechanisms and has identified areas that require further work.

The table below identifies the key stages behind the implementation of the standard, current BWH and BCH process and the progress made as one joint BWC organisation:

Stage	Current BWH	Current BCH	Action/s required – who & when	Progress made as BWC:	RAG
Scope of need	All BWH services have been identified as falling under the need to have the AIS implemented (although neonatal services would be specific to Trust communication to patients relatives/carers rather than patients themselves). There is no one single approach across all services to current practice. The current BWH EPR Lorenzo system does not include Genetics. Also services have their own policies and processes in place to address many of the standards.	BCH systems are now compliant with the AIS following system upgrade on the 28th January 2017. All services have access to the data held within iPM system and the system feeds downstream systems. BCH have been compliant for some time by recording LD and sight impaired patients.	Identify the need to have one policy and process around AIS. The first action will be the need to review this with the merge of BWH and BCH. BCH currently working on training documentation will be complete by 1.4.2017. *Damon Harris & Sue Hobday June 2017*	BCH Compliant. AIS training plan, Communication and dissemination plan being produced. BWC upgrade complete and AIS available	BWC
Data Capture and coding	BWH main PAS is Lorenzo. In identifying patients specific required needs or extra support the Trust currently makes use of its 'Alerts' function. This provides the ability of a user to create an alert or flag on a patient record and identify the specific detail. This is currently being used to support the identification of patients who fall under the AIS. It is reliant on users entering via 'free text' a description of the patient's need. Coding of particular disabilities – as part of a patients health record users can add specific clinical/disability issues via clinical noting. This function will turn descriptive issues into SNOMED national codes. These codes can then be used by Informatics and Clinical Coding for further analysis and coding. All information collected via Lorenzo falls under current Trust IG Policies and is measured via our annual Information Governance Toolkit submission Since the publication of the AIS, providers of PAS systems are altering their products to incorporate specific data fields to allow for more detailed information to be captured.	BCH systems are now compliant with the AIS following system upgrade on the 28th January 2017.	Implement the changes of the new system upgrade to incorporate the full AIS requirements. Lorenzo due to be updated with upgrades in April 2017 to support AIS. Genetics will be updated locally by BWH to fit with the Lorenzo solution. *Damon Harris & Sue Hobday IMT group* *September 2017*	BWC PAS compliant and feeds to other systems in place. Care notes 5.8 is also fully compliant and due for testing any day soon but planned live the end of October 2017 Lorenzo is partially compliant and DXC have advised that Lorenzo is fully compliant with ISN in the next release 2.12 due 23.10.17.	BWC

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Processes to support implementation	Written guidelines and procedures exist in different forms across our different services. The process for identifying and creating an alert for a patient forms part of the Trust's patient registration process. The actual use of these alerts can be specific by service.	BCH PAST SOPS are being updated to incorporate the collection of the AISN data.	Provide as further evidence the 'Safe and effective manual handling of women with disabilities' SOP currently being updated. *Damon Harris & Sue Hobday September 2017*	BWC Review of SOPS and updating currently.	BWC
Communication to patients	All acknowledgement letters/e-mails contain a paragraph that further support for patients is available if the patient requires help in order to communicate with us. Further script has been added to all Patient Experience phone/face-to-face contacts to ensure the appropriate questions are asked in order to determine whether the communication needs to be in another format.	BCH Comms to patients planned via front line staff and via web site, link to web site on all communication, including braille.	BWH internal incident reporting system is being amended to allow for specific incidents where patient needs have not been met re AIS. *Damon Harris & Sue Hobday June 2017*	BCH Development of braille letters via synertec and will be available as required.	BWC
Training and communication to staff	Training on the use and management of alerts is provided as part of a new users induction. Each service area will also have local induction training in how the service manages and supports patients.	BCH currently working on training documentation and will be complete by 1.4.2017.	BWC to review training programme. BCH to take training and comms plan to the Healthcare Records Committee (HRC) and then to the Regulatory Compliance Committee (RCC) for board sign off. BCH training and comms complete by 1.9.2017 *Sue Hobday to lead June 2016*	Screenshot guides have been provided for the main staff groups and comms will be circulated. Operational admin leads oversee the training element as part of a local induction within the roles undertaken.	BWC

OTHER COMMENTS:

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