

What is the Accessible Information Standard?

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

As part of the Accessible Information Standard, organisations that provide NHS or adult social care must do five things.

They must:

- 1. Ask people if they have any information or communication needs, and find out how to meet their needs.*
- 2. Record those needs in a set way.*
- 3. Highlight a person's file, so it is clear that they have information or communication needs, and clearly explain how those needs should be met.*
- 4. Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so.*
- 5. Make sure that people get information in an accessible way and communication support if they need it*

**Identify****Record****Flag****Share****Meet**

The PharmOutcomes Platform has been designed to provide support for the first 4 requirements.

Please Note: Organisations must follow the standard by law from the 31st July 2016.

This is explained in Section 250 of the Health and Social Care Act 2012.



What will I see when recording a provision?

Where AIS has been activated for a service, you will have the option to record if there are any Accessible Information Needs. ①

If there are identified needs and you select Yes, a box appears that allows you to search for an Accessible Information Need ②, which are predefined by NHS England. The numbers are the relevant SNOMED CT code, for reference.

You can add as many needs as appropriate ③ and can continue with service delivery as normal.

Needs added in error can be removed by clicking on the red cross.

When the provision is saved, the identified need is also recorded against the patient record, together with the SNOMED CT codes.

Provision Date

Name

Accessible Info Need? Yes No

Have you identified any needs of the individual to ensure information provided is accessible?

Accessible Info Need? Yes No

Have you identified any needs of the individual to ensure information provided is accessible?

Needs Identified

- 285053009 - Able to use hearing aid
- 285054003 - Unable to use hearing aid
- 285055002 - Uses hearing aid
- 285056001 - Does not use hearing aid
- 285057005 - Difficulty using hearing aid

Accessible Info Need? Yes No

Have you identified any needs of the individual to ensure information provided is accessible?

Needs Identified

- Unable to use hearing aid (285054003)
- Requires information by email (936581000000101)



What do I see when looking at a record that I saved before?

When a patient's record is accessed, the Accessible Information Needs previously identified are highlighted on the screen. ①

If you identify additional needs, or need to amend the needs previously recorded, simply unlock the record by clicking on the padlock, ② and editing the record as described on the previous sheet.

The screenshot shows a patient record interface. At the top, there is a 'Provision Date' field with the value '12-Mar-2016'. Below this is a blue information box with a white 'i' icon and the text 'Accessible Information Needs Identified'. Inside this box, there are two bullet points: '• Unable to use hearing aid (285054003)' and '• Requires information by email (936581000000101)'. A circled '1' is next to the second bullet point. Below the information box, there is a 'Name' field with the value 'Gary Warner' and a padlock icon. A circled '2' is next to the padlock icon. Below the name field is a 'Date of Birth' field with the value '23-Aug-1968' and a note 'Enter as dd-mmm-yyyy (eg 23-Feb-1989)'.

What Services currently have the AIS Question enabled?



As from the 14th July the following services have now been enabled to ask the AIS status question.

Minor Ailment PGDs/Emergency Supply	Sexual Health
Fusidic Acid 2% cream PGD	Chlamydia Treatment (Plymouth)
Nystan Oral Suspension PGD	EHC and Chlamydia Screening (Plymouth)
Timodine cream PGD	EHC and Chlamydia Screening (13-24 yrs) Devon and Torbay
Trimethoprim PGD	Substance Misuse
Emergency Repeat Medicines Service Part 1 - Registration	Supervised Consumption - Registration
Smoking Cessation	Health Checks
Smoking Cessation Stage 1 : Recruitment	Plymouth NHS HealthCheck
NRT Voucher - Recruit Client	Other Services
	Torbay: TB Directly Observed Therapy (DOT) - Registration

Requires Communication Support:

- Uses a legal advocate
- Uses a citizen advocate
- Able to use hearing aid
- Unable to use hearing aid
- Uses hearing aid
- Does not use hearing aid
- Difficulty using hearing aid
- Uses sign language, function
- Uses British sign language
- Uses Makaton sign language
- Does lip read
- Does not lip read
- Unable to lip read
- Able to lip read
- Difficulty lip reading
- Uses manual note taker
- Uses electronic note taker
- Uses speech to text reporter
- Uses cued speech transliterator
- Uses lipspeaker
- Uses telecommunications device for the deaf
- Preferred method of communication: written
- Uses British Sign Language interpreter
- Uses alternative communication skill
- Uses visual aid
- Uses voice output communication aid
- Uses Personal Communication Passport
- Uses Tadoma method for communication
- Uses communication device
- Uses symbols for communication
- Uses switches for communication
- Uses photographs for communication
- Uses low technology communication device
- Uses high technology communication device
- Uses apps on mobile device to support communication
- Uses voice amplifier to support communication
- Uses deafblind intervener
- Uses non-powered communication device
- Uses powered communication device

Requires specific Contact Method:

- Requires contact by telephone
- Requires contact by text relay
- Requires contact via telephone interpreting line
- Requires contact by short message service text message
- Requires contact by letter
- Requires contact by email

Requires Communication Professional:

- Needs an advocate
- Interpreter needed - British Sign Language
- Interpreter needed - Makaton Sign Language
- Requires deafblind communicator guide
- Requires telephone language interpreter service
- Sign Supported English interpreter needed
- Visual frame sign language interpreter needed
- Hands-on signing interpreter needed
- Requires manual note taker
- Requires lipspeaker
- Requires deafblind manual alphabet interpreter
- Requires deafblind block alphabet interpreter
- Requires deafblind haptic communication interpreter
- Requires speech to text reporter

Requires Specific Information Format:

- Requires audible alert
- Requires visual alert
- Requires tactile alert
- Requires written information in large font
- Requires information verbally
- Requires information on digital versatile disc
- Requires information on compact disc
- Requires information on audio cassette tape
- Requires information in Easyread
- Requires information by email
- Requires information in electronic audio format
- Requires information in Moon alphabet
- Requires information in Makaton
- Requires information in contracted (Grade 2) Braille
- Requires information in uncontracted (Grade 1) Braille
- Requires information on USB storage device
- Requires information in electronic downloadable format
- Requires information in at least 20 point sans serif font
- Requires information in at least 24 point sans serif font
- Requires information in at least 28 point sans serif font

What are the needs defined by NHS England?

NHS England have defined needs using a number of subsets of SNOMED CT codes. PharmOutcomes will translate these for you without you needing to do anything. The list above is the current needs list based in the SNOMED CT subsets on 1st March 2016