

# Improving access for disabled patients in Network 1

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# Overview

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- Completed the Disability Competency training
- Developed resource pack for admin teams
- Bespoke training and advice for practices
- Focus groups for patients.



# Developing a resource pack

- Worked with Transformation Partners in Health and Care to develop
- Co produced with practices to understand what they would find helpful
- Handy guide to have on reception.



Communication tips People with dementia	Communication tips People with learning disabilities
<p><b>Focus on the person</b> - make sure you are fully present.</p> <p><b>Treat the patient as an adult</b> - be careful not to patronise them or speak for them if they are capable of speaking for themselves with time and support.</p> <p><b>Limit distractions</b> like the radio and other background noises.</p> <p><b>Use positive body language</b> - smile and show warmth and compassion. Turn your body towards the person and make eye contact when speaking.</p> <p><b>Say the person's name</b> when talking to them.</p> <p><b>Be specific</b> - use people's names or the name of objects rather than 'he/she/it'.</p> <p><b>Touch the person's arm</b> to make physical connection and attract their attention, if they feel comfortable with this.</p> <p><b>Speak slowly, clearly and in short sentences.</b></p> <p><b>Listen carefully with empathy</b> - don't try to argue, reason with or correct the person.</p> <p><b>Give plenty of time</b> to answer questions or respond in conversations so they can organise their thoughts and find the right words.</p> <p><b>Use gestures</b> to act what you are saying and point to body parts if you need to.</p> <p><b>Use pictures</b> to illustrate what you are saying.</p> <p><b>Avoid open-ended questions</b> or offering too many choices.</p>	<p><b>Use accessible language</b> - avoid jargon or long words that may be hard to understand.</p> <p><b>Ask what their communication preference is</b> and be prepared to use different communication tools. Check if the person has a communication passport.</p> <p><b>When speaking on the phone speak slowly and clearly</b>, using easy to understand words.</p> <p><b>Make sure information given is accessible for everyone.</b> Easy read formats are best for people with learning disabilities. Use bigger text and bullet points and keep writing to a minimum. Don't use too much colour either.</p> <p>A lot of people with a learning disability prefer face to face and one to one appointments so <b>check what they prefer.</b></p> <p><b>You may have to help people</b> use computers, tablets and mobile phones. For example, to show them how to book an appointment online.</p> <p><b>Allow a good amount of time</b> when communicating - <b>don't rush people.</b> People with learning disabilities may need a double appointment to allow them time.</p> <p><b>Make sure the person understands</b> what you are telling them.</p> <p><b>Use gestures and facial expressions and point to body parts</b> if you need to.</p> <p><b>Use real objects, photos and pictures</b> to communicate, which patients may find helpful.</p> <p><b>Use open ended questions.</b></p>
<p>For more information about communicating with people with dementia you can visit <a href="https://www.nhs.uk/conditions/dementiainliving-with-dementia/communication">www.nhs.uk/conditions/dementiainliving-with-dementia/communication</a></p>	<p>For more information about communicating with people with learning disabilities you can visit <a href="https://www.mencap.org.uk/learning-disability-explained/communicating-people-learning-disability">www.mencap.org.uk/learning-disability-explained/communicating-people-learning-disability</a></p>

## Accessible Information Standard

Introduced in 2016, the **Accessible Information Standard (AIS)** is a law that all organisations who offer NHS or adult social care services must follow to support people with a communication or information need.

<b>Who is it for?</b> Anyone with a disability, impairment or sensory loss	<b>5</b> important steps need to be followed as part of the Standard	<b>Aim:</b> people to have information they understand and communication support they need
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- 1 Identify** Staff must find out if people have any communication needs and if any support is needed
- 2 Record** People's communication needs should be clearly recorded in their patient records
- 3 Flag** An alert or flag should be used on their file so that all staff are aware of communication needs
- 4 Share** Information about communication needs must be shared with other health and social care services
- 5 Act** Services should make sure people get information in accessible ways and the support they need

# Easy read library

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[How to get help for your health in North East London](#) – a guide on different places to get help including pharmacies and NHS 111

[NHS App](#) - This is a great online easy read guide to the NHS app created by NHS Sussex.

[What happens when your doctor asks you to see a specialist?](#) – easy read guide for when a patient is being referred

[If your GP refers you, you can choose](#) – guide for how patients can choose a hospital or service of their choice

**Blood test** – guide attached

[Having an X-Ray](#) – by University College London Hospitals

[CT scan](#) – guide by Macmillan

[MRI scan](#) – guide by Macmillan

# Easy read library

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**ECG** – not a local one but this is a nice simple guide by Lancashire and South Cumbria NHS Foundation Trust

**Diabetes** – a guide about Type 2 diabetes. There are also links to other easy read guides about diabetes on the [Diabetes UK website](#).

**Asthma** – a great guide by Asthma and Lung UK which also includes a guide on what to do when having an asthma attack

**COPD** – guide attached by Easy Health

**Hypertension and blood pressure test** – guide by The Shrewsbury and Telford Hospital NHS Trust, quite generic so can be used to help explain this to patients.

**Annual health check** – a guide from Mencap

**Stroke Association communication support pack** – a free pack that can be ordered to help support people who have had a stroke. These can also be viewed as [PDFs online or to download](#).

# Easy read library

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## **Cancer screening guides:**

- [Bowel screening](#)
- [Having a colonoscopy](#)
- [Breast care and screening](#)
- [Smear Test](#)

# Our toolkit



## Accessibility toolkit: Primary care

This toolkit can be used by those working in Primary Care to help when supporting people with different accessibility needs.



Communication tips  
People with hearing loss



Communication tips  
People with dementia



Communication tips  
People with learning disabilities



Communication tips  
Blind or partially sighted people



- British sign language - Alphabet

# Our toolkit

## Accessible Information Standard



Introduced in 2016, the **Accessible Information Standard (AIS)** is a law that all organisations who offer NHS or adult social care services must follow to support people with a communication or information need.

### Who is it for?



Anyone with a disability, impairment or sensory loss

# 5

Important steps need to be followed as part of the Standard

Aim: people to have information they understand and communication support they need



## 1 Identify

Staff must find out if people have any communication needs and if any support is needed



## 2 Record

People's communication needs should be clearly recorded in their patient records



## 3 Flag

An alert or flag should be used on their file so that all staff are aware of communication needs



## 4 Share

Information about communication needs must be shared with other health and social care services



## 5 Act

Services should make sure people get information in accessible ways and the support they need



## How do you communicate?



Do you, or the person you are caring for, have a disability or sensory loss and need to receive information in a way that can be easily understood?



Large print



Braille



Email or SMS text



BSL



Easy read



Other communication support

If yes, please let us know so we can make sure you have access to information you understand

- Useful websites



# Focus groups for disabled patients

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- Builds on the Disability Competency work
- Deliver three patient focus groups targeting the following cohorts:
  - Patients who are Deaf
  - Patients with learning disabilities
  - Patients with physical disabilities
- The focus groups will provide valuable insights into patient experiences, specifically regarding access to healthcare within PCN 1 practices, with the ultimate goal of improving access and health outcomes.



# Focus groups progress

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## **Patients who are Deaf**

Working with DeafPlus on what this could look like. We will tie in access to NHS App and SignLive promotion.

## **Patients with learning disabilities**

More of an event, offering health checks providing EasyRead material, an activity, NHS App.

## **Patients with physical disabilities**

1.5-hour focus group. Feedback, NHS App.



# Questions

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Thank you for listening.

