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**Standard Setting for Accessible Information**

**Advisory Group Meeting 11 June 2014**

**Minutes**

**Present:**

**Matthew Birkenshaw**, Head of Social Care Informatics and Outcome Policy, Department of Health (via teleconference)

**Philipa Bragman**, Director, CHANGE

**Olivia Butterworth**, Head of Public Voice, NHS England (Chair)

**Catherine Carter**, Trainer, CHANGE

**Natalie Doig**, Campaigns Officer - Inclusive Society, Royal National Institute of Blind People (RNIB) (via teleconference)

**Jan Hoogewerf**, Programme Manager, Health Informatics Unit, Royal College of Physicians (via teleconference, on behalf of Professor Iain Carpenter)

**Dr Ira Laketic-Ljubojevic**, Informatics Development Lead, Developing Informatics Skills and Capability, Health and Social Care Information Centre (HSCIC)

**Dr Howard Leicester**, Patient and Public Involvement (PPI) Member

**Sarah Marsay**, Public Engagement Account Manager, NHS England

**John Taylor**, Patient and Public Involvement (PPI) Member

**Chris Wood**, Senior Research and Policy Officer, Action on Hearing Loss

**In attendance:**

**Ozcan Kasapoglu,** Information Standards Manager, Independent Appraisal and Assurance Services (IAAS), HSCIC

**Apologies:**

**Professor Iain Carpenter**, Chair, Professional Records Standards Body (PRSB)

**Mani Chouhan**, Senior Information Standards Manager, ISMS, HSCIC

**Gerry Firkins**, Management Information Domain Lead, ISMS, HSCIC

**Margaret Flaws,** Equality and Human Rights Officer, Care Quality Commission

**Toto Gronlund**,GP Systems of Choice Lead on Benefits and Patients, HSCIC

**Giles Wilmore**, Director for Patient and Public Voice and Information, NHS England

1. **Welcome, introduction and apologies**

Olivia Butterworth took the Chair and passed on apologies from Giles Wilmore. She welcomed everyone to the meeting and invited a round of introductions.

1. **Minutes of the previous meeting**

The Minutes of the previous meeting, held on 14.03.14, were approved subject to an amended on page 2, to clarify the role of Dr Ira Laketic-Ljubojevic and her team.

1. **Matters arising**

Actions from the Minutes of the previous meeting not covered elsewhere on the agenda were reviewed in turn, as follows.

Discussion had not yet taken place with regards to links to the Think Local Act Personal (TLAP) agenda; however Sarah Marsay advised that she had identified appropriate contacts in this regard. Olivia Butterworth explained that Shahana Ramsden, who had recently joined NHS England as Patient and Public Voice Manager for the Patient Online Programme, had previous experience with TLAP. Links to the Coalition for Collaborative Care are also to be explored. Philipa Bragman requested that CHANGE be included in this work.

**Action: Sarah Marsay to contact TLAP colleagues and the Coalition for Collaborative Care and explore links**

Sarah Marsay confirmed that the Terms of Reference for the group had been amended to include Dr Ira Laketic-Ljubojevic.

Sarah Marsay advised that she had made contact with colleagues in NHS Wales and NHS Scotland with regards to the standard. Contacts from the Standardisation Committee for Care Information’s equivalent organisations in the principalities will be included as part of formal consultation over summer.

**Action: IAAS to share relevant contacts with Sarah Marsay**

With regards to previously outstanding communication and engagement actions, Sarah Marsay advised that development of a Publication Plan for the project was still outstanding. It was proposed to publish Draft stage documentation as part of consultation.

**Action: Sarah Marsay to develop Publication Plan and prepare to publish key documentation**

Sarah Marsay advised that a project summary document would be published on the NHS England website this week, including being available in a number of accessible formats. Howard Leicester, Philipa Bragman and Natalie Doig were also working on the production of a version which would be accessible to most people.

**Action: Sarah Marsay, Howard Leicester, Philipa Bragman and Natalie Doig to progress outside of the meeting**

The Report of Engagement activity was for consideration as later agenda item.

Sharing of learning and good practice from the accessible information engagement activity, and publication of feedback such that it can have the greatest impact is outstanding, but still planned.

**Action: Sarah Marsay to ensure learning is shared and feedback promoted**

Olivia Butterworth and Sarah Marsay are to discuss the possibility of including compliance with the standard as part of NHS England’s business planning processes. A working group has been established and discussions are underway with regard to improving NHS England’s approach to accessible information more widely, including the accessibility and usability of online information.

**Action: Sarah Marsay and Olivia Butterworth to highlight the accessible information standard as part of business planning**

Sarah Marsay and Olivia Butterworth are yet to discuss the possibility of including compliance with the accessible information standard as part of the existing annual clinical commissioning group (CCG) reporting process. It is hoped that this could be included under the individual participation section.

**Action: Sarah Marsay and Olivia Butterworth to liaise with relevant colleagues and explore reporting opportunities**

Voluntary sector and patient and public involvement members of the Advisory Group had yet to share their concerns with Healthwatch England in terms of assurance and actions around the inclusivity of local Healthwatch.

**Action: Natalie Doig to draft a proposed letter and circulate to Chris Wood, Philipa Bragman, Catherine Carter, Howard Leicester and John Taylor**

Sarah Marsay and Ira Laketic-Ljubojevic are to discuss the development of an e-learning module covering the accessible information standard over summer.

**Action: Sarah Marsay and Ira Laketic-Ljubojevic to progress**

Sarah Marsay confirmed that she had shared information about discussions with King’s College London with regards to d/Deaf awareness with Chris Wood.

Olivia Butterworth and Sarah Marsay are to explore opportunities to include the standard as part of Joint Strategic Needs Assessment (JSNA) / Joint Health and Wellbeing Strategy (JHWS) guidance to Local Health and Wellbeing Boards.

**Action: Sarah Marsay and Olivia Butterworth to explore opportunities to influence JSNA / JHWS guidance**

Testing had been completed, and the Test Report was included as part of a later agenda item.

1. **Draft stage documents – for discussion and approval**

In response to queries from Howard Leicester, Sarah Marsay explained that the audience for the documents was primarily members of the Independent Advice and Assurance Service (IAAS) and Standardisation Committee for Care Information (SCCI). However, the Specification and Implementation Plan would also be released for consultation, and used for piloting. A simplified version of the Specification for the standard will also be developed to support consultation.

With regards to timescales, the deadline for submission of Draft documents to IAAS is 16.06.14. They are then reviewed, critiqued and appraised, with amendments being made as necessary. Ozcan Kasapoglu explained that IAAS then prepare a recommendation report and the ‘key documents’ and ‘supporting documents’ are submitted to the SCCI secretariat in late July, to be considered at the SCCI at their meeting on 27.08.14.

Discussion ensued, with members agreeing that they were happy with the overall content of all of the documents. Some changes were agreed to be made prior to submission, as follows:

* Amendment of some ‘should’ requirements to be ‘must;’
* Addition of a number of further benefits which members had identified;
* Inclusion of additional terms as part of the glossary;
* The definitions of d/Deaf, learning disability and easy read to be amended;
* Development and inclusion of a new section outlining the scale of the impact which the standard is expected to have.

It was confirmed that all present were happy to approve the documents for submission at Draft stage, subject to the changes agreed above and other minor wording changes which members identified prior to 10am on 12.06.14.

**Action: Sarah Marsay to make agreed changes and submit to IAAS**

1. **Next steps including date and time for next meeting**

As Full stage documents are due for submission to IAAS on 12.11.14, it was agreed to arrange the next meeting to take place in early November 2014.

**Action: Sarah Marsay to arrange next meeting**

A timeline highlighting key milestones and activities associated with the standard is to be developed and shared with members.

**Action: Sarah Marsay to develop and share an overview timeline**

1. **Any other urgent business**

Nil.

1. **Close**

Olivia Butterworth thanked everyone for their contributions and apologised for the late running of the meeting.