

Standard Setting for Accessible Information

Advisory Group Meeting 15 April 2015

Minutes

Present:

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

**Erin Fahey**, Projects Manager, CHANGE

**Margaret Flaws**, Senior Equality and Human Rights Officer, Care Quality Commission (CQC)

**Toto Gronlund**, GP Systems of Choice Lead on Benefits and Patients, Health and Social Care Information Centre (HSCIC)

**Hugh Huddy**, Policy and Campaigns Manager, Royal National Institute of Blind people (RNIB)

**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

**Sarah White**, Policy Officer (Health), Sense

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

Apologies:

**Catherine Carter**, Trainer, CHANGE

**Dr Ira Laketic-Ljubojevic**, Informatics Development Lead, Developing Informatics Skills and Capability, HSCIC

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

# Welcome, introduction and apologies

Olivia Butterworth welcomed everyone to the meeting and a round of introductions followed.

# Update on current position and next steps

In response to queries from Howard Leicester, Sarah Marsay outlined her understanding of the process and criteria for the approval of information standards.

A brief update on progress to date with the development of the accessible information standard and next steps followed. Key points included:

* Publication of the consultation report in March;
* Holding of two ‘effective implementation’ workshops with service providers and IT system suppliers in March and April;
* Conclusion of the pilot phase on 31.03.15, with reports due by 24.04.15;
* Requirement to submit all Full stage documentation by 14.05.15.

Discussion ensued with members sharing their thoughts on the ‘effective implementation’ workshops. Clarity was also provided around the legal context and about the five stages.

# Key considerations / amendments for Full stage

Sarah Marsay explained that, in moving from Draft to Full stage, there were a number of conditions, recommendations and requests for clarification to consider / action prior to Full stage submission. These include recommendations from the Draft stage appraisers, conditions and comments from SCCI (again at Draft stage) and feedback received on the draft standard as part of the consultation.

A document highlighting priority issues for consideration had been circulated as part of the papers. Discussion ensued with regards to how issues would be addressed, clarified or elaborated upon as part of Full stage documentation; the outcome of which included agreement to reflect the following:

* Confirmation that the standard applied to information and communication relating to direct patient care / an individual’s own health, care or wellbeing, and not to corporate publications. However, a statement of intent with regards to the standard promoting good practice across all organisations and all communications will also be included.
* Consistent articulation of the standard in terms of five stages.
* Provision of scenarios and examples with regards to meeting of individuals’ needs, including what would be considered ‘reasonable’ in different circumstances and settings, and direction about the requirement for information to be ‘timely and of equivalent value’.
* The inclusion of direction / advice about deafblind manual interpreters, information produced by third parties, remote BSL, use of email, decision-making support (including advocacy) versus communication support, the role of commissioners, and the involvement of individuals and family members in determining effective communication.
* The exclusion of foreign language interpretation, and greater specificity when referring to ‘interpreters’.
* The use of family members, friends or staff as BSL interpreters.
* Specialist services for d/Deaf people.
* Additional reference to the Mental Capacity Act 2005 and the associated Code of Conduct with regards to mental health service users and people with a learning disability, including around the role of advocates.
* The provision of more detailed implementation milestones for organisations.

In addition to the reflection of the outcomes of discussion as part of Full stage documentation (to be drafted by Sarah Marsay), the following actions were agreed:

* **Hugh Huddy, Chris Wood and Sarah White to contribute information / advice about definitions of ‘reasonableness’ in meeting individuals’ information and communication support needs, and how this can be determined.**
* **Sarah White to draft a statement about current issues and recommended practice with regards to deafblind manual interpreters.**
* **Margaret Flaws to provide input around improving the Conformance Criteria.**
* **Sarah Marsay to liaise with the Clinical Information Architecture team at HSCIC with regards to authoring additional codes.**

# Improving the Implementation Plan and Guidance

This item was not covered due to lack of time.

Members were requested to provide information about their own organisations planned activity in support of the standard’s implementation, for inclusion in the Implementation Plan.

**Action: all members representing an organisation to share information about their organisation’s plans to support implementation by 22.04.15.**

# Minutes of the previous meeting

The Minutes of the previous meeting, held on 15.01.15, were approved, subject to any clarifications received from members by close of play on 17.04.15.

# Matters arising

Due to lack of time, the matters arising from the previous meeting were not considered in detail.

Olivia Butterworth advised that, as had been agreed at the previous meeting, a letter had been sent to key professional bodies including the Royal College of General Practitioners (RCGP), Royal College of Nursing (RCN) and the British Medical Association (BMA) inviting them to attend a ‘roundtable’ meeting chaired by Giles Wilmore. The meeting had now been arranged to take place, with telephone conversations to be arranged with those representatives unable to attend. Mo Dewji, National Clinical Lead for Primary Care, will also be attending the meeting.

**Action: Sarah Marsay to circulate a copy of the letter to members and invite their attendance at the meeting.**

# Any other urgent business

Sarah Marsay advised that any letters or statements of support for the standard from member organisations would be very gratefully received.

**Action: members representing organisations to seek approval for a corporate letter or statement of support, and submit by 01.05.15.**

In response to a query from Howard Leicester, Olivia Butterworth advised that it was hoped that organisations who had piloted the draft standard would continue in their application of it, although no additional funding had been identified in this regard.

# Date and time of next meeting

The next meeting of the group is scheduled to take place on 07.05.15, 11am – 1pm, Quarry House, Leeds.

# Close

Olivia Butterworth thanked everyone for their contributions and closed the meeting.