

Standard Setting for Accessible Information Advisory Group Meeting 21 April 2016 Minutes

Present:

Tom Bailey, Research and Policy Officer, Action on Hearing Loss
Catherine Carter, Lead Trainer, CHANGE
Margaret Flaws, Senior Equality and Human Rights Officer, Care Quality Commission (CQC) (via teleconference)
Jane Fox, Programme Manager – The Information Standard and the Accessible Information Standard Delivery Team, NHS England
Hugh Huddy, Policy and Campaigns Manager, Royal National Institute of Blind people (RNIB) (via teleconference)
Dr Howard Leicester, Patient and Public Involvement (PPI) Member
Mohamed Jogi, Deputy Head of Diversity and Inclusion, NHS Employers (representing the NHS Confederation)
Erin Outram (née Fahey), Projects Manager, CHANGE
Sarah Marsay, Public Engagement Account Manager, NHS England
John Taylor, Patient and Public Involvement (PPI) Member
Sarah White, Policy Officer (Health), Sense

Apologies:

Kevin Aston, Project Manager (Interim) - The Information Standard and the Accessible Information Standard Delivery Team, NHS England
Olivia Butterworth, Head of Public Participation, NHS England (Chair)
Stuart Cameron-Strickland, Head of Policy Performance and Improvement – Adult Social Care, Leeds City Council (representing the Association of Directors of Adult Social Services (ADASS))
Toto Gronlund, GP Systems of Choice Lead on Benefits and Patients, HSCIC

1. Welcome, introductions and apologies

In Olivia Butterworth's absence, Sarah Marsay welcomed everyone to the meeting and a round of introductions followed.

2. Declaration of interests as relevant to the agenda

Sarah Marsay reminded members that consideration of interests would now take place at the start of all meetings of the Group. This is in response to broader corporate developments to improve the management and perception of conflicts of interest of members of NHS England committees. It was confirmed that completed declaration of interest forms had been received from most members. Members yet to return their forms were requested to do so as soon as possible.

Clear advice is awaited with regards to the management of declared interests, noting that most members have personal and / or professional 'interest' in the Standard, but no direct financial 'interest' in items within the Group's remit.

Action: All members to complete, sign and return a 'conflict of interest' form.

Action: 'Declaration of interests as relevant to the agenda' to be included as a standing agenda item at all future meetings of the Group.

Action: Sarah Marsay to provide further clarity as to how declared interests will be managed, following receipt of advice.

3. Review of implementation progress and support

A report summarising NHS England's progress with key aspects of the [Implementation Plan](#) for the Standard had been circulated to members prior to the meeting. Discussion ensued, with members sharing views around progress they and other organisations had made with implementation / implementation support and how to mark the 31 July 2016 implementation deadline.

The following actions were agreed:

- **A revised and up-to-date 'terminology summary' document is to be published, including additional READ and SNOMED CT codes associated with the four subsets defined by the Standard (Action: Kevin Aston).**
- **Work to rationalise and improve the layout and ease of navigation of the Standard's webpages is to continue, alongside publication of additional resources (Action: Kevin Aston).**
- **Commitments made by NHS England and others in the Implementation Plan will be reviewed and a detailed progress report will be shared with members (Action: Sarah Marsay / Jane Fox).**
- **Updates / links to key publications are to be shared with Mohamed Jogi and Margaret Flaws for sharing with NHS Confederation and CQC colleagues / networks (Action: Kevin Aston / Mohamed Jogi / Margaret Flaws).**
- **An email including links to a short update (available in a range of formats) will be shared with the full distribution list for the Standard, and members, hopefully this week (Action: Kevin Aston).**

- A document outlining NHS England's 'stance' with regard to organisational compliance as at 31 July 2016, and a supporting communication plan, are to be developed. Messages will balance celebrating success with highlighting the impact of non-compliance. Input from the Communications Team will be sought (Action: Sarah Marsay / Jane Fox / Kevin Aston / ALL).
- All members are to advise as to actions / lines their organisation(s) are planning to take with regards to the 31 July 2016 implementation deadline (Action: ALL).
- Prompts regarding the Standard will be included in CQC inspection guidance, methodology toolkits and other relevant documentation (Action: Margaret Flaws).
- The 'Frequently Asked Questions' document developed for / published by the British Medical Association is to be re-circulated (Action: Sarah Marsay).
- Toolkits to support GP practices using EMIS and SystmOne to implement the Standard are in development (Action: Jane Fox to chase up).

Members highlighted key actions their organisations had taken / were taking with regards to supporting implementation, including:

- Action on Hearing Loss encouraging members to inform providers of their needs.
- CHANGE's publication of an easy read guide to ['Your Rights Under the Accessible Information Standard'](#) and provision of training.
- RNIB's ['Need it to Read it' campaign](#).
- Sense's forth-coming publication of a Glossary and Communication Card.

In addition, Mohamed Jogi highlighted the potential to include awareness-raising around the Standard as part of [Equality, Diversity and Human Rights Week \(16th-20th May\)](#), and the [NHS Confederation Conference](#).

Action: Mohamed Jogi to liaise with Jane Fox / Kevin Aston to take forward.

It was agreed that a session on the Standard should be included in a future meeting of the Department of Health, Public Health England and NHS England Voluntary Sector Strategic Partners, and an article would also be included in their bulletin.

Action: Erin Outram and Sarah White to progress.

4. Minutes of the previous meeting and matters arising

The Minutes of the previous meeting, held on 9 February, were approved subject to two amendments. All members were reminded that, in line with commitments to transparency, ratified meeting minutes were published on the NHS England website.

Action: Sarah Marsay to finalise and publish the Minutes.

Matters arising were discussed in turn. It was noted that updates on many of the actions were included in the 'implementation update' paper. The following actions were noted as outstanding / to be carried forward:

- **A template Board / committee paper is to be published (Action: Kevin Aston).**
- **Case studies, scenarios and guidance to support implementation of the Standard in particular settings are to continue to be developed and published (Action: Sarah Marsay / Jane Fox / Kevin Aston).**
- **A communication card and expanded glossary are to be developed and published by Sense (Action: Sarah White).**
- **Discussion is ongoing with NHS England colleagues as to use of Personal Health Budgets for communication support (Action: Sarah Marsay).**
- **Correspondence with the 'Regulatory Body for Sign Language Interpreters and Translators' (RBSLI), and with regards to the scope of the Standard and people with dyslexia, is to be concluded - noting inclusion of both issues in the September review (Action: Jane Fox).**
- **Improvement of the NHS England webpages for the Standard is ongoing, alongside work to publish additional resources (Action: Kevin Aston).**
- **Resources specifically supporting implementation of the Standard in social care settings are to be developed / made available (Action: Jane Fox with input from Stuart Cameron-Strickland).**
- **Engagement with IT system suppliers, including with the Health and Social Care Information Centre (HSCIC) GP Systems of Choice framework, is ongoing (Action: Sarah Marsay).**
- **Contact is to be made with the UK Association for Alternative Formats (UKAAF) to explore their role and any opportunities for supporting implementation of the Standard (Action: Jane Fox / Kevin Aston).**

5. Any other urgent business

a. Membership of the Group

Sarah Marsay advised that she had been informed by Toto Gronlund that her role with the Health and Social Care Information Centre (HSCIC) had changed, and therefore it would be appropriate to review her membership of the Group. Members agreed that they would continue to value Toto's input in her new role as Business Intelligence and Benefits subject matter expert, and therefore that her membership of the Group should continue.

Action: Sarah Marsay to inform Toto Gronlund of the outcome of the Group's consideration of her membership, and update the Terms of Reference to reflect her new role.

b. d/Deaf Awareness Week

Mohamed Jogi queried whether a final version of the joint blog from Action on Hearing Loss and Sense had been agreed.

Action: Sarah White and Tom Bailey to confirm approvals and send final blog to Mohamed Jogi for publication during d/Deaf Awareness Week.

c. Raising awareness of technical and digital solutions

In response to queries from Howard Leicester, it was confirmed that:

- NHS England would be supportive of activity to raise awareness of document accessibility, including should the British Computer Society (BCS) hold webinars in this regard. However, financial support was unlikely.
- NHS England was keen to raise awareness of innovative and technological solutions and support for implementation of the Standard, including remote British Sign Language (BSL) interpretation.

Action: Sarah Marsay to liaise with the NHS England Customer Contact Centre and their contracted provider of remote BSL regarding awareness-raising.

d. Health literacy and the role of information in patient activation

A short discussion took place regarding links between the Accessible Information Standard and wider work around health literacy, personalisation and patient activation. It was noted that the programme fitted clearly into the ambitions outlined in Chapter 2 of the Five Year Forward View.

6. Date, time and venue for future meetings

It was agreed that the next meeting would be arranged for early June, approximately six weeks before the implementation deadline for the Standard (31 July 2016).

Action: Sarah Marsay to confirm details of the next meeting.

[Post Meeting Note: Next meeting to take place on Thursday 9 June, 1-3pm].

7. Close

Sarah Marsay thanked everyone for their contributions and closed the meeting.