Cambridge University Hospitals **NHS**

NHS Foundation Trust

Implementing the Accessible Standard at Cambridge University Hospitals

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Our pilot

- January 2015

- What we were doing

- The new electronic patient record system

Pilot – Inclusive approach.

- Recently launched inclusive hospital menus. Funded by ACT
- Pictures, large print writing, symbols as its standard format

- Staff feedback
  - Housekeeping staff reported the new menus made their job easier and less frustrating 'the patients understand me and I understand them'
  - Staff reported they felt it would be helpful to many patients

- Patient feedback
  - LD nurse reported examples of patients with LD, visual impairment and mental health problems reporting feeling they had 'control and meaningful choice' with the new format.
  - People with aphasia were able to understand and make choices

- Additional benefits
  - Housekeeping staff reported cultural benefits and benefits for people who don't speak English

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Pilot

- Investigation of EPIC the new electronic patient record system which had been in place for 3 months

  - Noted a system for flagging 'FYI' highlighted on front page with free text box in the drop down menu

  - This would enable communication support requirements to be detailed

  - Few staff knew about this – to write in or to refer to regarding communication support needs

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Pilot Summary

- Inclusive approach is helpful for more than the intended audience

- The new electronic patient record system had potential to be very helpful in this project

- There will be a need for staff training

Full steam ahead….

Project management approach:

Steering group :

- To oversee the implementation of the standard
- 4 main themes of communication disability to capture the differing requirements of various impairments
  - Visual impairment
  - Hearing impairment
  - Cognitive and language impairment
  - Speech impairment

Full steam ahead….

- Local charities and patient user groups consulted

- A subgroup of assistant director of nursing (patient experience), patient information lead, equality & diversity lead & representative from electronic patient record system met with key specialist staff from each group

- Aim: understand issues for patients both in terms of meeting the standard but also wider issues around using services at CUH

What did we learn?

- There were some generic changes we could make to our electronic patient record system that would:
  - enable the information about patients needs to be recorded in a way that would link this with the adjustments each individual required
  - flag patients communication needs
  - signpost staff to support tools
  - share the information internally & externally

  We have therefore had detailed discussions with our system build team & have submitted a change request to start this process.

What did we learn?

- Recording it in the system and providing resources are the enablers

- Training is essential to make this work successfully,

  we are investigating how best to do this

- We had some challenges outside our control, i.e. Choose & book; large numbers of patients book appointments this way but we are not sure how they will be facilitating the sharing of information

  - We have asked our local lead to follow this up with the National team & also flagged this to Healthwatch during our discussions.

What did we learn?

- That we need to go beyond what is in the standard to make it real & meaningful for our patients to access & use our services easily

    – We have recorded our actions and are taking these forward at the same time as the core issues

    – The steering group will continue beyond the standard timeframe to make sure we keep this on the agenda

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Some examples of what is in our programme

- How we call people into the room for clinic consultations and where we do this from

- Developing an 'Inclusive' clear format for all appointment letters

- Moving to email system for appointment letters where preferred

- Establishing a more formal email system for appointment queries

- Containers for hearing aids

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Finally

- Welcome the Accessible Information Standard

- If we get it right for people with communication disabilities then everyone benefits