

# Miami Project

## Making Information Available Means independence

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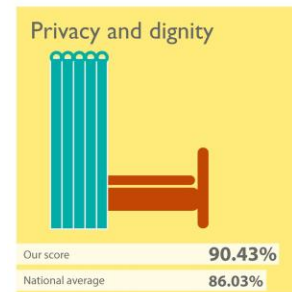
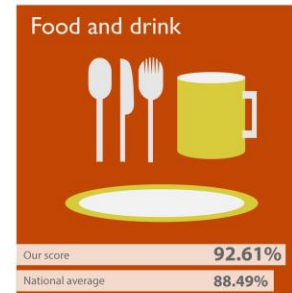
# Background

Patient-led assessments  
of the care environment  
(PLACE)

Michael Tupper & Zeb

Sign Communication  
NW

## Our PLACE scores



# Accessible Information Standard Pilot

The aim of the 'piloting and problem-solving phase' was

- to identifying patients / service users who have information or communication needs

and

- the detail of what those needs are.



# Project Group

- Representatives of user groups and relevant voluntary sector organisations,
- Sign Communications Ltd
- Blackburn Blind Society

As well as those serving on the project group we set out to draw on the experiences of people with disability, impairment or sensory loss in East Lancashire.



# Pilot Areas

The trial was conducted in the following areas;

- Urgent Care (Minor Injuries Unit)
- Speech & Language
- Outpatients and
- Ophthalmology



# Staff training, awareness and support

Briefing sessions about the Draft Standards

Staff at the pilot sites was asked to complete a questionnaire about their awareness and experiences of communication in their setting

Questionnaires to complete



# Staff training, awareness and support

Lack of awareness staff in terms of what alternative formats is available

Unaware of the existence of the information in the first place

Not sure how to meet the needs

Training



# Accessible Information Standard Pilot

- 1. Asking:** identify - find out if an individual has any communication - information needs relating to a disability or sensory loss and if so what they are.
- 2. Recording:** record those needs in a clear, unambiguous and standardised way in electronic or paper based record - administrative systems, documents.
- 3. Acting:** take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.





# How needs are identified - Asking

- Asking directly in person or by phone
- Admission assessment forms
- Referral letters
- Referral documentation
- GP referrals
- Clinical staff and carers.



# How needs are recorded - Recording

Electronic Systems – PAS, ICE , EMIS, etc

Paper based patients records (Alert Sheet)

Systems Project Group



# Acting – How Needs Are met

New SLA's with providers

Changing letter templates into windows formats

Placing disclaimers on information leaflets etc.

Looking at Centralised Budgets

Staff Guides

