



# Reasonable adjustment digital flag guide

## Easy read



Reasonable adjustments are changes that services must make to help someone with a disability.



The reasonable adjustment digital flag is a note on someone's digital health record to tell staff about the persons reasonable adjustments.



The NHS has made this digital flag to help make sure everyone with a disability gets the reasonable adjustments that they need.

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# What is a reasonable adjustment?



A reasonable adjustment is a change that a service must make to support people with a disability who need it.

This could be things like:



- making an appointment longer for someone who needs more time to understand information



- giving you easy read information



- giving information in large font

# What is a reasonable adjustment?



- making sure there is a quiet space to wait if you find the noise stressful.



If you ask for a reasonable adjustment it may not always happen right away.



For example, if you need a ramp to get into the building, it might not be built right away.



But staff could get a movable ramp or you could have appointments in a different building.

# What is a reasonable adjustment?



Reasonable adjustments are about changes you need because of your disability, not what you might want to happen.



Some people need a quiet room. Other people might like to have a quiet room but if they didn't have one, they would be ok.



Services need to make sure information is accessible to people so they can make choices about their care.

# Who can get reasonable adjustment?



The Equality Act (2010) is a law that the government put in place.



If you have a disability the Equality Act (2010) says you should have reasonable adjustments made for you.



It does not matter if you don't have a diagnosis or are still waiting for a diagnosis.

# What is the Reasonable Adjustments Digital Flag?



The reasonable adjustment digital flag shows up when staff search for someone's health record on a computer.



The flag will tell staff that the person needs a reasonable adjustment and what the reasonable adjustment is.



Staff will be able to see the flag whenever they look at your records.



In the future, the reasonable adjustment digital flag will be used across all health and social care services that are paid for by the NHS.

# What is the Reasonable Adjustments Digital Flag?

The reasonable adjustment digital flag could be used by:



- NHS doctors (GPs)



- NHS hospital staff like ambulance staff



- NHS dentists



- NHS opticians



- Social workers

# What you need to do



If you know you need a reasonable adjustment, tell staff.



Staff can put a reasonable adjustment digital flag on your record.



You can ask to see or be told what is recorded on your reasonable adjustment digital flag.

# How the reasonable adjustment digital flag works



Different services have different ways that they store your information on their computer systems.



The reasonable adjustment digital flag will be shared on all health and social care computer systems.



When staff add a reasonable adjustment to the digital flag they have lots of different options on a list to say what reasonable adjustment you need.



We know that lots of people need different adjustments that might not be on this list.



If this happens staff can still add your reasonable adjustment to the reasonable adjustment digital flag.

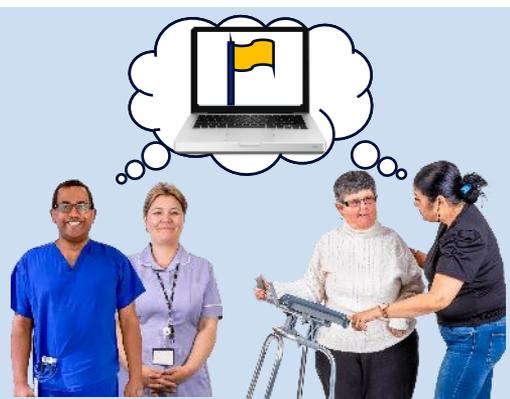
# Sharing your reasonable adjustments on the reasonable adjustment digital flag



When you tell staff about a reasonable adjustment you need, it will be added to your reasonable adjustment digital flag.



This means any health and care staff who look at your record will see your reasonable adjustments.



The information is shared with other health and care organisations so they can also make the reasonable adjustments you need.



For example, if you tell your Doctor (GP), your dentist will be able to see this on your record, so you don't have to explain it every time.

# Sharing your reasonable adjustments on the reasonable adjustment digital flag



Only staff involved in your care will see the information on your reasonable adjustment digital flag.



You can choose not to have your reasonable adjustments recorded anywhere.



Or you can choose to have your reasonable adjustments recorded in one service but not shared to other services.



For example, you may want your reasonable adjustments recorded on your GP's computer system but not shared with your dentist.



Reasonable adjustments will still be made for you, but you will need to explain them to different staff or services.

# Sharing your reasonable adjustments on the reasonable adjustment digital flag



You can still use a health and care passport, hospital passport or communications passport to tell staff about your reasonable adjustments.



A note can be made on your reasonable adjustment digital flag to tell staff you have a health and care passport.



If you choose not to have a reasonable adjustment digital flag and you have a health and care passport you will need to tell staff each time you get healthcare.

# The Mental Capacity Act



The Mental Capacity Act is a law that says what should happen if someone is not able to make a choice themselves.



If someone can't make a choice about their care, then someone else can be chosen to make a choice for them.



You can find out more about how consent works on this link

<https://www.mencap.org.uk/advice-and-support/mental-capacity-act>



There is an easy read document

<https://www.local.gov.uk/sites/default/files/documents/easy-read-guide-pdf-16-pa-2cc.pdf>

# More information and support

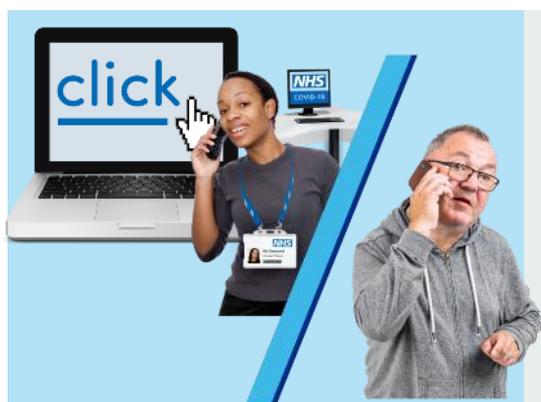


These organisations can support you with reasonable adjustments, the Equality Act (2010)



[Citizens advice](#)

03444 111 444



[NHS England Customer Contact Centre](#)

0300 311 2233



[The Local Government and Social Care Ombudsman](#)

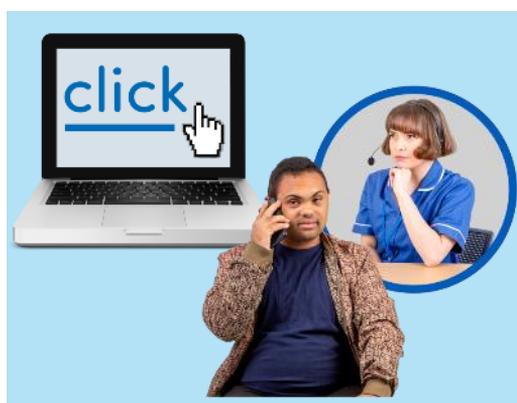
0300 061 0614

# More information and support



## [Your local Patient Advice and Leason Service \(PALS\)](#)

Call 111 and ask for help to find your local service



## [The Parliamentary and Health Services Ombudsman](#)

0345 015 4033

# Paul's story



I have a disability that means when I put my arm out straight hurts.



When I went to get blood taken, I needed them to put a pillow under my arm, so it does not hurt.



Sometimes they would not have a pillow that I could use.



When I found out about the reasonable adjustment digital flag I asked my doctor (GP) if I have a digital flag.

# Paul's story



They had already recorded reasonable adjustments on my digital flag. This included that I need a pillow when I have blood tests.



When I go to my doctor (GP) now to have blood tests they have a pillow ready for me in the room, so I don't have to ask.

