

Accessible information policy

This practice policy implements the requirements of NHS England's 'Accessible Information Standard' to ensure that patients and their carers obtain information in a way that they can understand and receive communication support (for example, interpreters, signers) when they have identified this as necessary.

We recognise that patients with a disability and their carers might feel disadvantaged when contacting the practice for information and will endeavour to help them obtain information easily and in a way that they can understand by:

- 1 Asking patients and carers to describe any communication or information needs they might have and how we might meet these needs
- 2 Recording any identified needs in the patient's record
- 3 Highlighting those needs in the patient's records, so it is clear that they have information or communication needs, and clearly explain how those needs should be met
- 4 Sharing information on communication needs (with the patient's permission) when making a referral to other healthcare providers
- 5 Providing patients and carers with the information they need in the most appropriate format – for example, large print, braille, audio-format or electronically. And making it easy for patients to contact the practice using their preferred method – for example, by offering email, text messaging, telephone and text relay.

Appointment times for patients with information or communication needs may need to be longer. All team members should check this when a patient presents at reception or makes contact with the practice to make an appointment.

Ask patients and carers

All patients must be asked if they have any communication or information needs relating to a disability, impairment or sensory loss and how these needs might be best met.

- New patients are asked at their first appointment
- Existing patients should be asked when they next contact the practice.

The front of house team will ask each patient on arrival at the practice and will note the patient's response in their clinical records and bring it to the attention of the treating dentist. The dentist will assess the information or communication needs identified by the patient.

Recording communication needs

The patients communication needs will be recorded both on their paper and electronic records. On each appointment the patient is asked whether their current status has changed and this is noted accordingly. There is an alert on our computer system each time the patient record is selected

Patients with communication needs can be contacted via post, telephone, text-message and email. Patient and careers can contact the practice by post, phone or email.

Available formats

- Information about the practice is available in the following formats: large print, braille, audio and electronic.

These formats can be obtained by the practice from Printmates. We produce these dependants on what information is required on request. Copies of the leaflets are available. We advise also to access <https://www.bos.org.uk/PILs> and these information leaflets can be viewed via the computer accessibility settings.

- British Sign Language (BSL) interpreter services are available from Laura Meade

Signed: Tim McDonogh

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