

# ROPE GREEN MEDICAL CENTRE

## Accessible Information Standard

The [Accessible Information Standard](#) (AIS) sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

[NHS England](#) explain that the aim of the AIS is to establish a framework and set a clear direction such that patients and service users (and where appropriate carers and parents) who have information or communication needs relating to a disability, impairment or sensory loss receive accessible information and communication support.

### Five steps of the AIS

The [NHS England Accessible Information Specification](#) explains that to achieve compliance with the AIS, there are five distinct steps this organisation must complete. Each step is detailed below with an overview of how this organisation will achieve compliance.

Step	Action(s)
1. Identification of needs	<ul style="list-style-type: none"><li>• We capture information about disabilities, communication needs and reasonable adjustments on our new patient registration form, enabling needs to be identified and recorded when patients first interact or register with us</li><li>• We opportunistically identify patients who may need reasonable adjustments during consultations and contact with the organisation</li><li>• We promote self-identification on the organisation website and in waiting areas by means of posters</li></ul>
2. Recording of needs	<ul style="list-style-type: none"><li>• We record information about disabilities, communication needs and reasonable adjustments in the patient electronic record including pop up alerts to quickly notify staff members when communicating with patients</li></ul>
3. Flagging of needs	<ul style="list-style-type: none"><li>• We create alerts in the clinical records of patients, ensuring staff are prompted and can respond to the individuals' reasonable adjustment requirements</li></ul>
4. Sharing of needs	<ul style="list-style-type: none"><li>• We may share the reasonable adjustment needs of patients with other organisations involved in the care of the patient (with consent) such as when referring patients to secondary care</li></ul>
5. Meeting needs	<p>The practice will:</p> <ul style="list-style-type: none"><li>• Provide large font Practice leaflets</li><li>• Ensure a hearing loop is available</li><li>• Ensure signage is clear and non-obstructive</li></ul>

	<ul style="list-style-type: none"> <li>• Provide a clearly marked and wider disabled parking bay(s)</li> <li>• Provide</li> <li>• Contact patients (and be contacted by) patients in accessible ways, e.g. online, text message, phone, face to face</li> <li>• ensure there is timely access to interpreter and translation services</li> <li>• accommodate appointment times to suit patient needs such as at the start or end of clinics</li> <li>• avoid delays to waiting time in surgery</li> <li>• allow extra time for appointments where required</li> <li>• provide a separate area for patients to wait, away from the main waiting room, if required</li> </ul>
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### **Information in different languages**

The practice has access to a telephone interpretation service to support patients where English may not be their first language, and an interpreter is required.