Accessible Information Standard

The **Accessible Information Standard** aims to ensure that people with disabilities have access to information that they can understand, for example in large print, Braille or via email, and any communication support they may require, for example by offering support from a British Sign Language (BSL) interpreter.

The standard requires organisations to:

- **Ask** - Identify patients who have communication or information needs relating to a disability or sensory loss and, if so, what they are.

- **Record** - Record those needs in a standardised way.

- **Alerts** - Ensure that a patient's needs are highly visible when accessing their record and where required, prompt for action.

- **Share** - Include information about a patient's needs with other NHS and adult social care organisations (which includes following existing information governance frameworks).

- **Act** - Ensure patients receive information which is accessible, that they can understand it and that they receive the appropriate communication support if they need it.

See NHS England - Accessible Information Standard or Public Health Wales - Accessible Information Standard for details.

See Downloading Web Files in the **Vision+ Help Centre** for more information on how to download the **Accessible Information Standard [586]** pathway.

Using the **Accessible Information Standard** pathway, you can:

- View, on the **Alert** screen, patients that have, or may require, specific communication preferences and needs, see **Accessing the Accessible Information Standard Template from the Alert Screen** on page **2** for details.

- Open the **Clinical Template** to easily add appropriate Read codes to a patient's record, see **Accessing the Accessible Information Standard Clinical Template** on page **3** for details.

- Run a **Practice Report** to view patients in your practice that have, or may require, specific communication preferences and needs, see **Running the Accessible Information Standard Practice Report** on page **5** for details.

✏ **Note** - The specified clinical terms are taken from the **Summary Care Record (SCR)** inclusion list. This facilitates the information sharing processes.

Accessing the Accessible Information Standard Template from the Alert Screen

When you open a patient's record in **Consultation Manager**, the **Alert** screen displays:

- Patient specific alert prompts for patients with clinical terms suggesting they may have specific communication needs.

- Patient specific alerts highlighting communication preference and needs.

To launch the **Accessible Information Standard Clinical Template** from the **Alert** screen:

1. From **Consultation Manager** select the patient required.

2. Select **Show Other Indicators** 🗂 on the **Vision+** floating toolbar

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✏ **Note** - By default QOF alerts display when you select a patient in **Consultation Manager**. To combine both QOF and non-QOF alerts, see Options - Indicators in the **Vision+ Help Centre**.

3. The **Alert** screen displays the **Accessible Information Standard** sub category headings expanded to show relevant data:
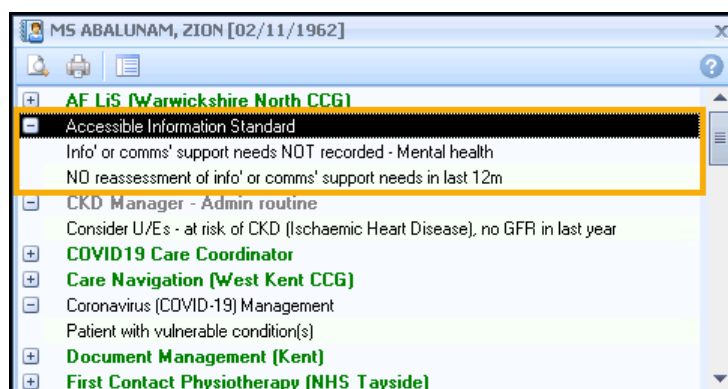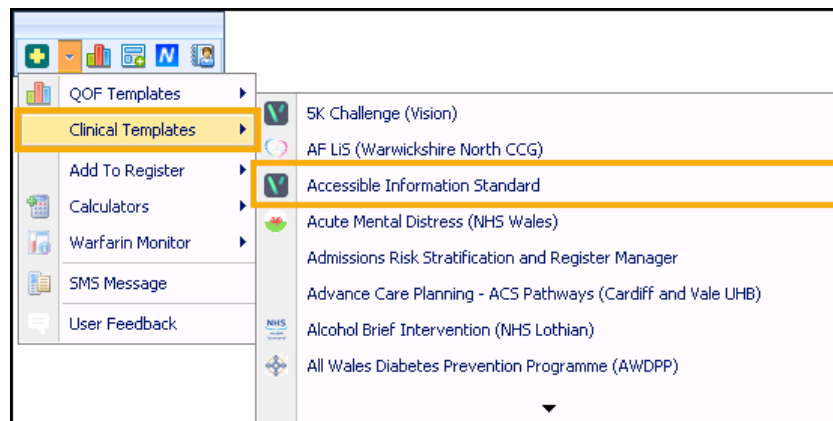
To launch the **Accessible Information Standard Clinical Template** either:

- Right click on the **Accessible Information Standard** category and select **Show Template** ,
- Highlight the **Accessible Information Standard** category and select **Template** , or,
- Double click one of the expanded lines below the **Accessible Information Standard** category heading.
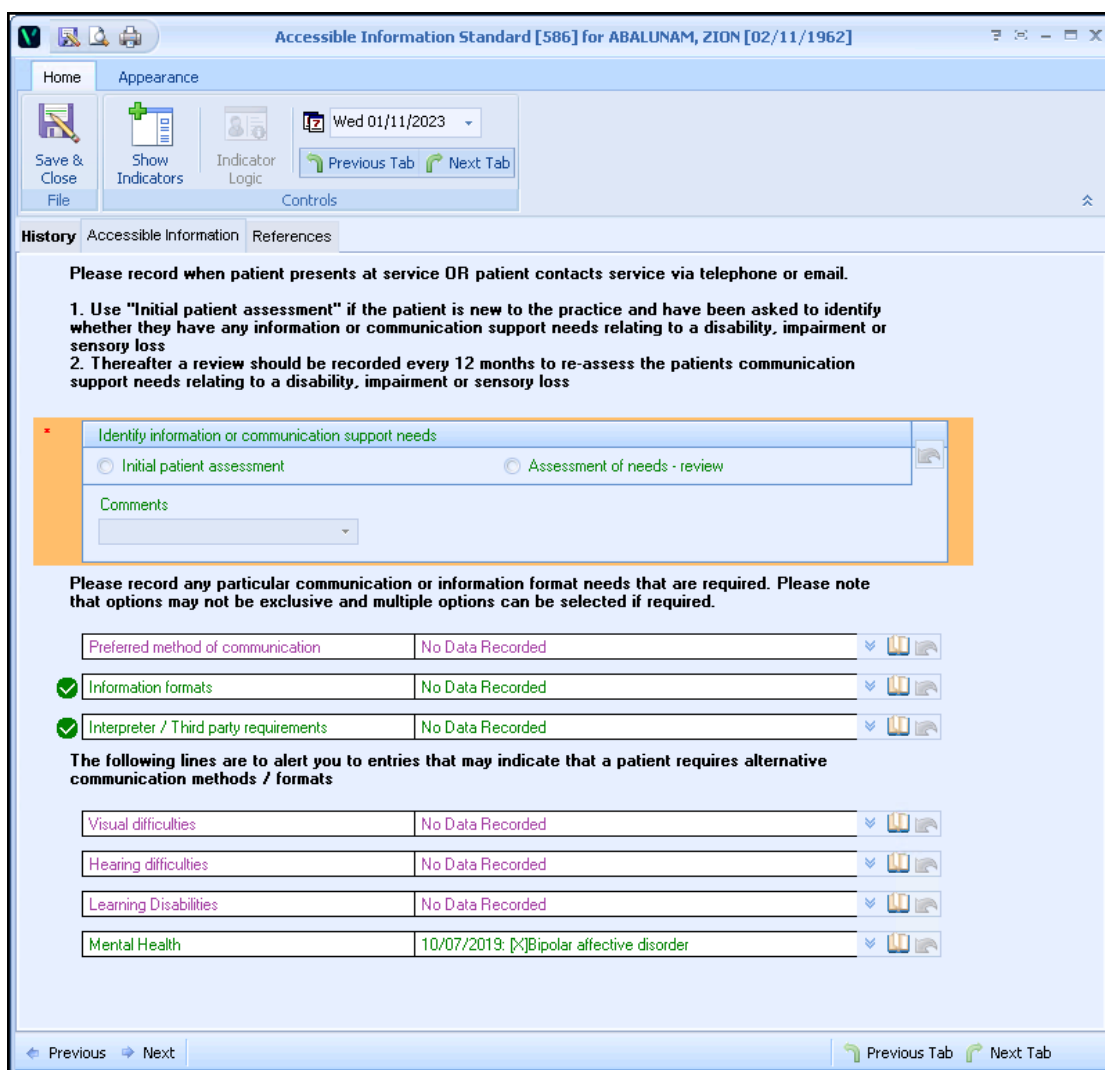
Accessing the Accessible Information Standard Clinical Template

To access the **Accessible Information Standard Clinical Template**:

1. From **Consultation Manager**, select the patient required.

2. Select **Clinical Templates** from the **Vision+** drop-down on the floating toolbar and then select **Accessible Information Standard**:

3. The **Accessible Information Standard** template displays:

The template is split into three tabs:

- **History** - Displays clinical information from the patient's record.

  See [Viewing the History Tab](#) in the **Vision+ Help Centre** for details.

- **Accessible Information** - Displays the patient's recorded communication preferences. Select **Codeset** ▥ to add additional requirements.

  See [Using Templates](#) in the **Vision+ Help Centre** for details.

- **References** - Displays more information.
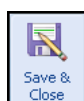
4. Select **Save & Close** to save the data to the patient's record.

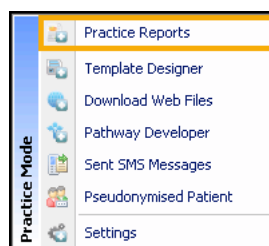# Running the Accessible Information Standard Practice Report

Vision+ contains a suite of pre-defined **Accessible Information Standard** reports allowing you to identify:

- Patients with clinical terms suggesting they may have specific communication needs.

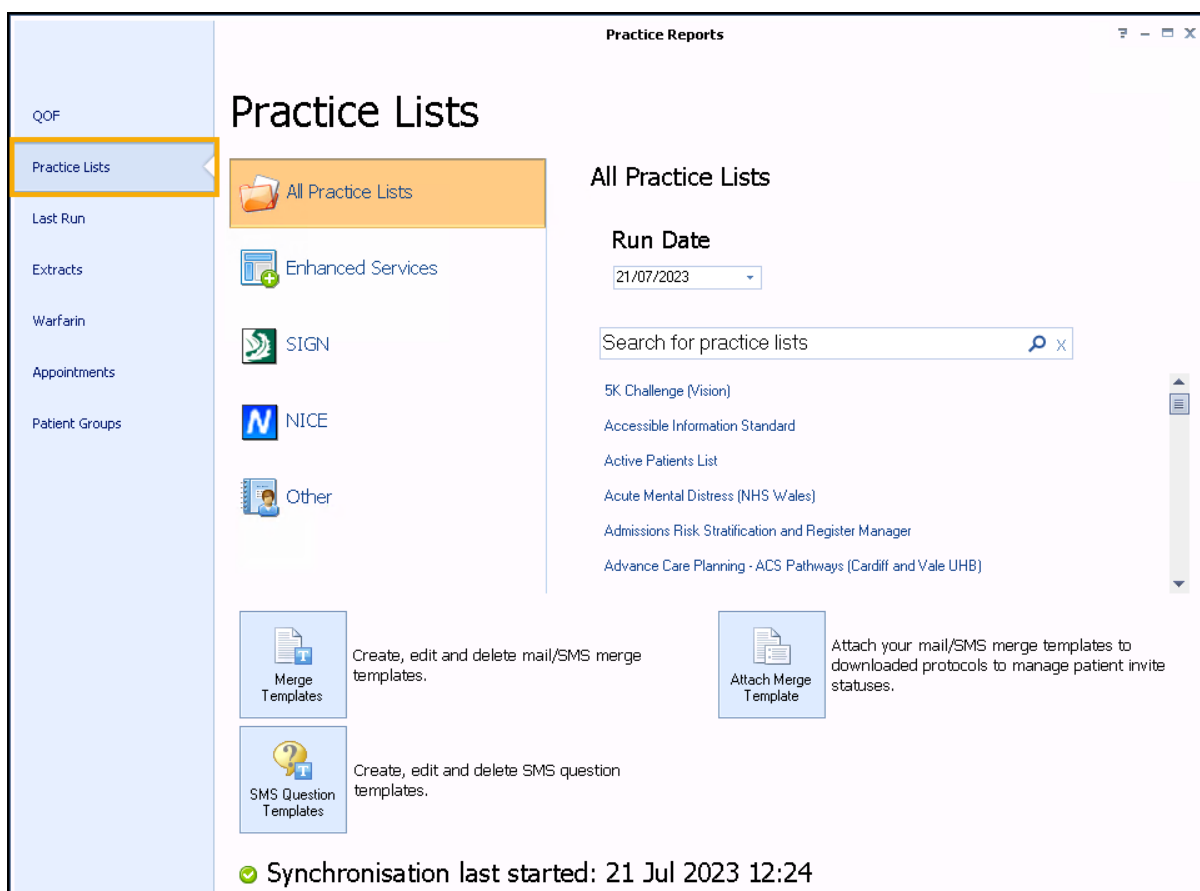- Patients with specific communication preferences and needs recorded.

From the reports you can manage your patients list, export to a CSV (spreadsheet) file or use the **Vision+ Mail Merge** facility to contact your patients.

To run and view the **Accessible Information Standard** reports:

1. Log into **Vision 3**.

2. From the **Windows Notification Area**, right click **Vision+** and select **Practice Reports**:
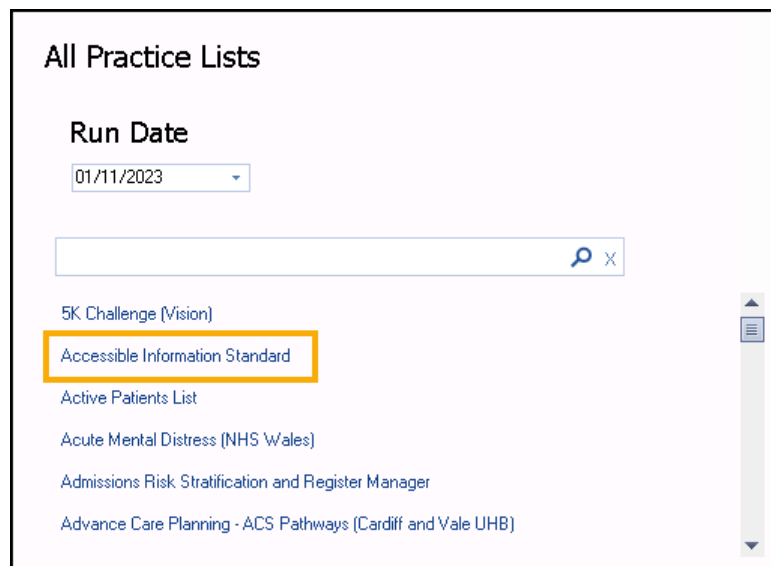
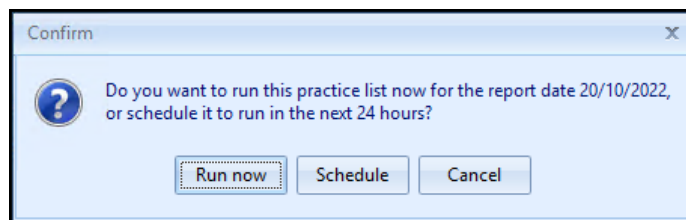3. From the **Practice Reports** menu, select **Practice Lists**:

4. From **Search for practice lists**, search for and select **Accessible Information Standard**:

5. A message displays stating 'Do you want to run this practice list now, or schedule it to run in the next 24 hours?':

Select from:

- **Run now** - To run the report. The report screen displays with a progress bar.

  Training Tip - To run a report for call and recall invite purposes you must select **Run now**.

- **Schedule** - To schedule the report in the next 24 hours, the **Schedule** screen displays, enter a start time in the next 24 hours to run the report:
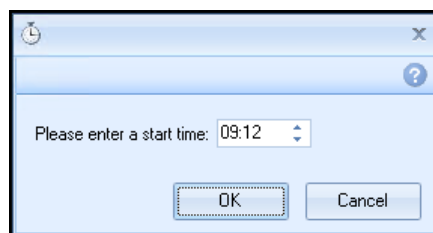
  Note - This must be set using the 24 hour clock, for example, for 4pm use 16:00.

You can now continue working as usual and the report runs as scheduled. Once a report is complete it displays in the **Practice Reports** - **Last Run** screen.

- **Cancel** - To exit the confirmation screen.

6. Once the reports have run, the **Accessible Information Standard** reports display:
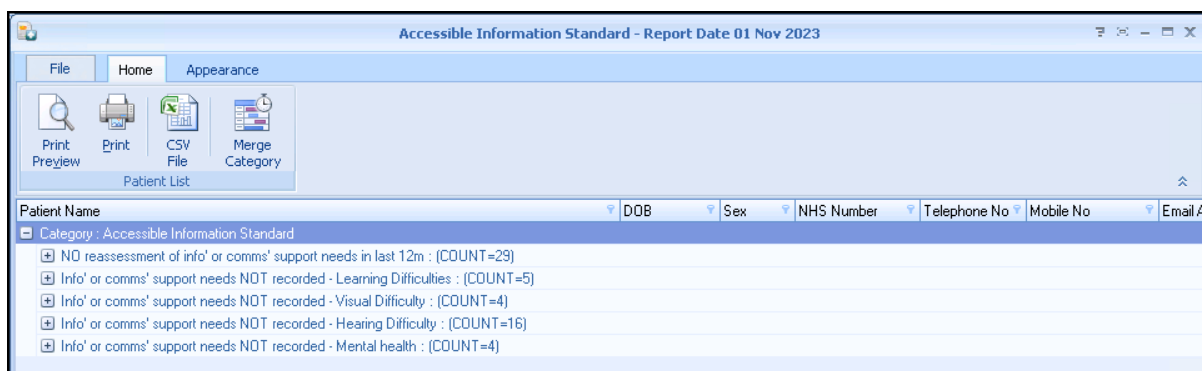
The **Accessible Information Standard** reports are grouped into categories making it easier to identify specific cohorts of patients and to prioritise your workload.

The category is split into Indicator groups and each group contains a list of patients, depending on your selection you have the following options:

Category

- **Print Preview** - Select to preview the current report view.
- **Print** - Select to print the current report view.
- **CSV File** - Select to export to a CSV file.
- **Merge Category** - Select to merge the category, see Running a Mail Merge from Patient Target Lists in the **Vision+ Help Centre** for details.
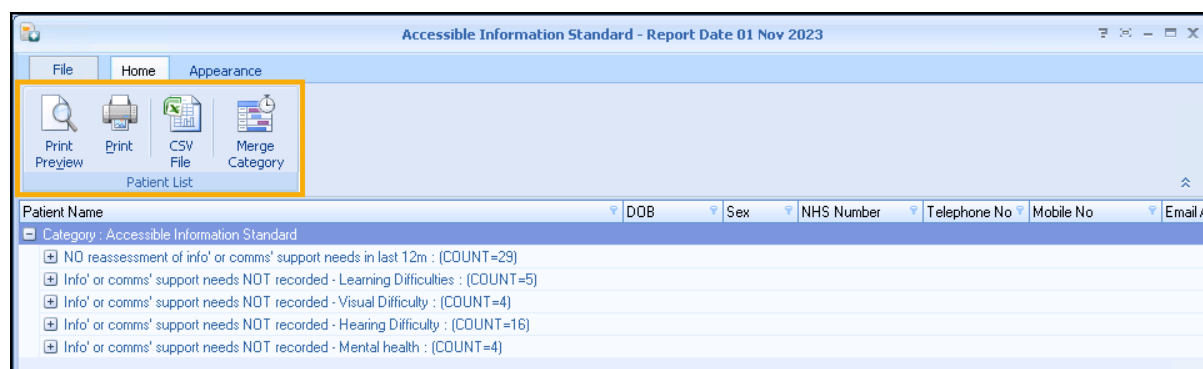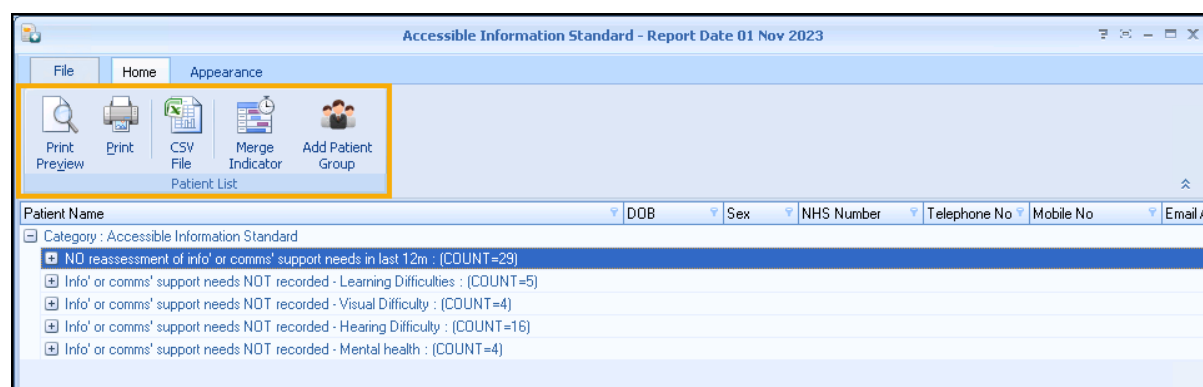
Indicator

Displays within a **Category**:

- **Print Preview** - Select to preview the current report view.
- **Print** - Select to print the current report view.
- **CSV File** - Select to export to a CSV file.
- **Merge Indicator** - Select to merge the indicator group, see Running a Mail Merge from Patient Target Lists in the **Vision+ Help Centre** for details.
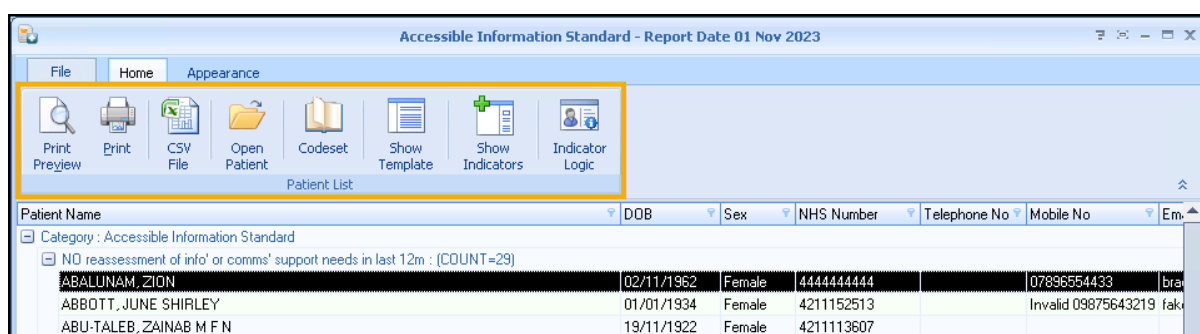- **Add Patient Group** - Select to save the list of patients as a group in **Reporting - Patient Groups**, see Saving a List of Patients as a Patient Group in the **Vision+ Help Centre** for details.

Individual Patient

Displays within **Category** - **Indicator**:

- **Print Preview** - Select to preview the current report view.

- **Print** - Select to print the current report view.

- **CSV File** - Select to export to a CSV file.

- **Open Patient** - Select to open the highlighted patient in **Consultation Manager**.

- **Codeset** - Select to add an appropriate clinical term directly into the patient's record.

- **Show Template** - Select to launch the **Accessible Information Standard** template for the patient without having to open **Consultation Manager**. See **Accessing the Accessible Information Standard Clinical Template** on page **3** for details.

- **Show Indicators** - Select to launch the patient's alert pop-up window without having to open **Consultation Manager**.

- **Indicator Logic** - Select to see why the patient is on the cohort list, opens the pathway in **Pathway Developer**.

Accessible Information Standard Notes

Clinical Term Priority

You may want to make this information visible to everyone in the practice by setting the communication and information needs clinical term to a high priority, as per your practice policy.

Patient Warnings

You can add a **Patient Warning** to a patient's record to alert you of specific information or communication requirements. This information is then visible within the patient's record, or if viewing the patient, in **Appointments**, for example, you may want to give a patient a longer appointment time.

See Adding a Patient Warning in the **Consultation Manager Help Centre** for details.

Word and Vision+ Templates

Consider creating document letter templates in large text format for patients who are visually impaired.

See Creating a New Recall Letter Template in the **Vision+ Help Centre** or Setting Up Template Letters in the **Utilities Help Centre** for details.

New Patients

You may want to ask patients who are registering with your practice if they have any communication or information requirements.