

Recommendation number:	Recommendation	Responsible Body	Comments FROM North Tees and Hartlepool NHS Foundation Trust
1.	Health and care services to be accountable for delivering the Accessible Information Standard.	<p>Stockton-on Tees Borough Council</p> <p>NHS Tees Valley CCG/ICB</p> <p>Tees Esk and Wear Valleys NHS Trust</p> <p>North Tees and Hartlepool NHS Foundation Trust.</p>	<p>The Trust has in place a non-executive Director who leads on Equality, Diversity and Inclusion. The Trust Accessibility agenda falls under this remit.</p> <p>Key elements from the Accessible Information Standard (AIS) are discussed during the Trust's monthly Accessibility meeting, Chaired by the Patient Experience Manager and attended by the Accessibility Lead, for awareness and identification of any concerns around compliance with the Standards. An external presenter attended the Meeting to share knowledge and guidance around the AIS early this year. The AIS in relation to the Trust has also been presented to the Patient Safety and Quality Standards Committee for senior management awareness and consideration in service developments.</p> <p>We are also in the process of developing a 3 year Accessibility Strategy which links into our Patient Experience and Engagement Strategy. This provides the Trust's vision, National and local context for the Strategy, where we are making progress and our future aims.</p>
2.	Every health and care service to have an accessibility champion so that health and social care staff know who is responsible for leading local accessible information policy and delivery, and to support staff awareness of their compliance with the standard.	<p>Stockton-on Tees Borough Council</p> <p>NHS Tees Valley CCG/ICB</p> <p>Tees Esk and Wear Valleys NHS Trust</p> <p>North Tees and Hartlepool NHS Foundation Trust.</p>	<p>The Trust has an Accessibility Lead (the Patient Experience Lead). A monthly Accessibility Meeting is in place Chaired by the Patient Experience Manager and attended by the Accessibility Lead. Additionally, there are a number of recently engaged Accessibility Champions in the Trust who will work within their wards/departments and link into the Trust's Accessibility Meeting to share good practice and feedback on improvements in relation to accessibility.</p> <p>We are currently developing an Accessibility Strategy which incorporates our current expectations and aims for the next 3 years. This will link into a Patient Experience Strategy which is well underway and due to be finalised before the end of 2022.</p>
3.	To involve people with communication needs in designing better services.	<p>Stockton-on Tees Borough Council</p> <p>NHS Tees Valley CCG/ICB</p>	<p>As well as the Accessibility Meeting the Trust has a People, Public and Patients with Lived Experience Steering Group is in place reviewing and refreshing the Trust's approach to engagement from full co-production to soft touch information giving. An engagement workshop will take place in November 2022 to</p>

		<p>Tees Esk and Wear Valleys NHS Trust</p> <p>North Tees and Hartlepool NHS Foundation Trust.</p>	<p>ask people, public and patients and organisations who represent these, their suggestions/thoughts/ideas of how we can engage them in the planning, implementation and evaluation of health interventions and programmes of care. A communication strategy is in development to ensure the workshop is promoted within the community. The workshop will include invitations to organisations who represent patients who require reasonable adjustments in relation to their communication needs, for example:</p> <ul style="list-style-type: none"> <li>• Hearing Impairment and Visual Impairment Support UK</li> <li>• Hartlepool Carers</li> <li>• North Regional Association Sensory Loss</li> <li>• Hartlepool Borough Council</li> <li>• Stockton Borough Council</li> <li>• Age Concern</li> <li>• Volunteers in Palliative Care (at our Trust) and Chaplaincy Volunteers (at our Trust)</li> <li>• The Deaf Club Hartlepool/Hartlepool Deaf Centre</li> <li>• Independent Complainants Advocacy Service (ICA)</li> <li>• Everyday Language Solutions</li> </ul> <p>The findings from the workshop will be presented at the Patient and Carer Experience Committee regarding the next steps.</p> <p>The Patient Experience and Engagement Strategy includes enhancing ways to involve people who require adjustments to communicate their views effectively, in order to receive feedback and into in service redesign.</p> <p>The Trust are extremely grateful to their Accessibility Community Partners from – Hi-Vis UK and Hartlepool Deaf Centre who provide valuable advice and support during the Accessibility Meeting. Additionally, we have also had representation from Hi-Vis UK on environmental audits/walkabouts in the Trust which includes signage and identification of barriers in place which may affect patients, carers and visitors with sensory loss.</p>
4.	To provide mandatory training on accessible	Stockton-on Tees Borough Council	Senior staff within the Trust advise that staff are aware of the Standards and the communication information is included in

	<p>information for all health and care staff - to enable staff to understand the standard and regularly provide information in the formats patients need, and to proactively ask patients about their communication needs.</p>	<p>NHS Tees Valley CCG/ICB</p> <p>Tees Esk and Wear Valleys NHS Trust</p> <p>North Tees and Hartlepool NHS Foundation Trust.</p>	<p>Nursing Admission Documentation. Additionally there are patients and staff ward information boards providing information on how to access interpretation services and how to access information in the most appropriate form. Where there is a need to enhance information around the Standards, this will be discussed in team meetings.</p> <p>Discussions are underway within the Trust regarding the introduction of more in depth awareness training around the AIS.</p> <p>To compliment the AIS we also have in place an Interpreter and Translation Policy . The Policy provides detailed guidance in relation to patients with communication needs eg, sensory loss, dual sensory loss, dementia, learning disability and where their first language is not English.</p> <p>The Policy identifies the requirement for staff to ascertain if patients have communication needs on referral to the Trust or as soon as they become aware and that they must be offered appropriate support.</p> <p>Guidance working with an interpreter is also included in the Policy and online training in this regard has been re-introduced by our contracted translation service provider.</p> <p>We have purchased 100 places for staff for British Sign Language training, level 1 from an approved training organisation. Training is ongoing.</p> <p>Recent work has been completed within the Single Point of Access/Administration Hub to improve communication with patients and carers with hearing difficulties.</p> <p>Ongoing work: A review of the initial assessment document on SystemOne is due to take place to include support for communication and to prompt early identification on the system of a patient's preferred method of communication.</p> <p>Additional methods of providing patient feedback, which includes patients and carers with accessible needs, are also currently being developed within the Patient Experience Team and Digital Team.</p>
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### Appendix 1

<p>Ask people if they have any information or communication needs and find out how to meet their needs</p>	<p>A patient's communication needs and how to meet them are documented on Trakcare (Trust's patient administration and appointment system for acute services) on referral or if this is not included, at the first patient intervention. If this is an out patient appointment, reception staff check the communication needs of patients on arrival and ensure this information is updated on Trakcare if appropriate.</p> <p>For emergency admissions, communication is part of the Admission Nursing Documentation. Within this section preferred language and preferred method of communication and how to meet their needs is documented by the registered nurse on admission and recorded on Trakcare.</p>
<p>Record those needs clearly and in a set way</p>	<p>Once identified, the patient's communication needs are recorded on Trakcare and SystemOne (the Trust's patient administration records for community services). Both systems include a template page for this information to be added.</p>
<p>Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.</p>	<p>Once communication needs are flagged on Trakcare an icon is generated and displayed to all staff accessing the patient's electronic record that the patient has communication needs. The staff then view the needs and details on how to meet them.</p> <p>Additionally, if a patient has a Hospital Passport or one is introduced during their admission, this can be uploaded to Trakcare for staff to view to ensure any additional needs are met.</p>
<p>Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.</p>	<p>When a referral is made to the NHS providers or adult social care the first part of the Admission Nursing Documentation can be shared electronically. This would include the patient's preferred method of communication and if their first language is not English where they have provided consent. Additionally SystemOne has a facility which allows automated sharing of information around communication preferences, with consent.</p>
<p>Take steps to ensure that people receive information which they can access and understand and receive communication support if they need it.</p>	<p>Communication needs are checked by the staff generating the correspondence for example the secretaries or staff in the booking office to ensure the needs are met.</p> <p>When a patient receives an appointment or clinic letter from the trust they are advised that information is available in different formats on request, in case we have not been made aware prior to sending the correspondence that communication needs or support is required.</p>