

### Accessible Information Standard (AIS) – IMPLEMENTATION PLAN

Task	Trust Actions	Lead	Timescales	RAG Status
Organisations MUST have begun to prepare for implementation of the Standard, including assessing their current systems and processes, and developing and commencing roll out of a local implementation plan.	<ul style="list-style-type: none"> <li>Identify leads and bring internal project group together</li> <li>Draft action plan</li> <li>Present requirements to Trust Board and gain sign up</li> <li>Present requirements to the Patient Information Focus Group</li> <li>Set up AIS partnership with Pennine NHS providers, CCGs, Adult Social Care to ensure sharing protocols are in place as serving same population also sharing best practice</li> </ul>	Equality & Human Rights Lead	By March 2016	<ul style="list-style-type: none"> <li>Partnership set up May 2016</li> <li>Internal project group set up March 2016</li> <li>Papers went to all relevant internal committees</li> </ul>
Organisations MUST identify and record information and communication needs when service users first interact or register with their service.	<ul style="list-style-type: none"> <li>To undertake Patient record audit – dip sample</li> <li>To undertake an AIS audit based on the 5 steps across all areas via a survey monkey questionnaire</li> <li>Draft key message to go to all departmental leads</li> <li>Meet with departmental leads / nurses / directors</li> <li>Attend ward manager meetings DMT meetings to ensure staff understand the Standard's requirements and buy into to the Trust implementation of the Standard</li> <li>Provide training to frontline staff re the AIS</li> </ul>	Patient Information Lead & Equality & Human Rights Lead	By 01 April 2016.	<ul style="list-style-type: none"> <li>Training commenced and on-going</li> <li>Internal briefings in weekly bulletin and emailed to ward/dept leads and directors</li> <li>Website and intranet includes AIS</li> </ul>
	<ul style="list-style-type: none"> <li>Phase in AIS codes to electronic records across the Trust including inpatients, out patients and community services</li> </ul>	AIS project Lead & project team	July 2016 – Aug 31 <sup>st</sup>	<ul style="list-style-type: none"> <li>AIS codes on PAS and Pt Centre – patients with needs being identified and</li> </ul>

	<ul style="list-style-type: none"> <li>○ Phase 1 – PAS and Patient Centre (OPD &amp; Inpatients)</li> <li>○ Undertake mystery shopper activity to test communication passport and AIS codes in PAS</li> <li>○ Additional mystery shopper activity planned in July/August 2017</li> </ul>	Head of Patient experience	2017	<p>codes recorded – training for staff continuing</p> <ul style="list-style-type: none"> <li>● Mystery shopper activity carried out and feedback logged and shared with Fairfield OPD</li> </ul>
	<ul style="list-style-type: none"> <li>○ Phase 2 – Emis Web (Community Services)</li> </ul>		Aug 2017 – Sept 2018	To commence
	<ul style="list-style-type: none"> <li>○ Phase 3 – CRIS, PARIS and Symphony (Xray, Pharmacy, A&amp;E)</li> </ul>		June 2018 – Oct 2018	To commence
Organisations MUST identify and record information and communication needs as part of ongoing / routine interaction with the service by existing service users.	<ul style="list-style-type: none"> <li>● AIS Codes developed and added to the electronic patient record systems</li> <li>● Provide training to frontline staff re the AIS</li> <li>● Staff to identify and record communication needs of service users on contact with services                             <ul style="list-style-type: none"> <li>○ E.g. using the communication and information needs passport to identify need then record on PAS or Patient Centre</li> </ul> </li> </ul>	Service Leads	From 01 April 2016.	Work is underway and patients communication needs are being captured on PAS and PT Centre
Organisations MUST share information and communication needs of service with other agencies	<ul style="list-style-type: none"> <li>● Set up AIS partnership with Pennine NHS providers, CCGs, Adult Social Care to ensure sharing protocols are in place as serving same population also sharing best practice</li> </ul>	AIS Project Lead	<b>May 2016</b>	<ul style="list-style-type: none"> <li>● Pennine AIS Partnership set up May 2016</li> </ul>

	<ul style="list-style-type: none"> <li>Complete Privacy impact assessment and equality impact assessment</li> </ul>	AIS Project lead IG lead	<b>May 2016</b>	<ul style="list-style-type: none"> <li>Privacy Impact Assessment Completed and sent to Information Governance to allow data sharing</li> <li>EIA completed</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure data sharing protocols are in place</li> <li>Complete risk assessment and take to DQAG for approval</li> </ul>	AIS Project lead & IM&T Lead	<b>July 2016</b>	<ul style="list-style-type: none"> <li>Data sharing protocols in place to share PAS AIS codes via Prism with Synertec to allow production of accessible appointment letter</li> <li>Risk assessment approved by DQAG</li> </ul>
	<ul style="list-style-type: none"> <li>Design communication passport and source printer</li> <li>train staff</li> <li>formal launch passport and AIS partnership</li> </ul>	AIS Project lead, Pennine Partnership and internal project group/patient reps	July 2016  Sept 2016	<ul style="list-style-type: none"> <li>passport designed and developed and shared across partners</li> <li>staff training commenced and on-going</li> <li>formal launch Sept 2016 completed</li> </ul>

Organisations MUST Act to meet needs - Develop accessible information for service users across the Trust	<ul style="list-style-type: none"> <li>Develop accessible information across the Trust</li> </ul>	AIS Project Lead/ Interpreting manager/ Head of Patient Experience/ Head of Equality/AIS internal project team	<b>June/July 2016 onwards</b>	<ul style="list-style-type: none"> <li>Patient information leaflets being produced in alternative formats e.g. foetal movement</li> </ul>
	<ul style="list-style-type: none"> <li>Develop Accessible Appointment Letter &amp; passport                             <ul style="list-style-type: none"> <li>Meetings with Janet Nicholls, Admin Lead and IT regarding the patient letter &amp; Communication passport pilot</li> <li>Work with community reps defining their needs and design of letters and passport</li> </ul> </li> </ul>	AIS Project Lead/ Head of Equality/AIS internal project team	<b>June/July 2016 onwards</b>	<ul style="list-style-type: none"> <li>The Trust works with current provider Synertec to develop Accessible Appointment Letter templates with input from the key stakeholders and the Clear</li> </ul>
	<ul style="list-style-type: none"> <li>Identify pilot sites to roll out and test the passport &amp; accessible appointment letters                             <ul style="list-style-type: none"> <li>Project group for the pilot – Ruth/ Nikki/ Jules / Janet Nicholls/ Jon Astel /Jeanette Morgan</li> </ul> </li> </ul>	AIS Project Lead/ Head of Equality	<b>June/July 2016 onwards</b>	
	<ul style="list-style-type: none"> <li>Train &amp; communicate with staff in pilot areas regarding the changes and pilot and develop marketing materials /Communication plan to ensure patients also understand changes</li> <li>Design pop up stands for all pilot sites</li> </ul>	AIS Project Lead/ Head of Equality/AIS	<b>June/July 2016 onwards</b>	

	<ul style="list-style-type: none"> <li>Design posters for pilot sites</li> </ul>	internal project team		
	<ul style="list-style-type: none"> <li>Evaluate the pilot and findings fed back to the project group and Equality Committee</li> </ul>	AIS Project Lead/ Head of Equality/AIS internal project team	<b>March 2017 onwards</b>	Passport amended
	<ul style="list-style-type: none"> <li>Respond to patient concerns raised at the launch event and since AIS went live they arrive re accessible information standard e.g.                             <ul style="list-style-type: none"> <li>Deaf patients asked for sms txt format for ensuring beds available on the day of elective surgery</li> <li>Accessible consent form for visual impairment</li> <li>Fire marshall training to support people with sensory loss evacuate safely</li> <li>Longer appointments</li> </ul> </li> </ul>	AIS Project Lead/ Interpreting manager/ Head of Patient Experience/ Head of Equality	<b>June/July 2016 onwards</b>	<ul style="list-style-type: none"> <li>Identifying mobile telephone number for deaf patients to text too to check bed is available for elective surgery</li> <li>Advice given re need to ensure consent form is accessible – where elective surgery we can get consent form in Braille, moon and embossed or large font to support visually impaired patients and easy read for people with LD</li> </ul>

				<ul style="list-style-type: none"> <li>• Fire marshal training includes accessible information standard</li> </ul>
				<ul style="list-style-type: none"> <li>• Longer appointment needs are included on clinic forms</li> </ul>
	<ul style="list-style-type: none"> <li>• Undertake mystery shopper activity to test communication passport and AIS codes in PAS</li> </ul>	AIS Project Lead/ Interpreting manager/ Head of Patient Experience/ Head of Equality	<b>Jan 2017</b>	Mystery shopper exercise completed for pilot and feedback given – passport amended and Salford NHS Trust informed of issues with satellite clinics on PAT sites
	<ul style="list-style-type: none"> <li>• Additional mystery shopper activity planned</li> <li>• Patient experience survey planned</li> </ul>	Head of Patient Experience	<b>July 2017</b>	
	<ul style="list-style-type: none"> <li>• Feedback event planned 18<sup>th</sup> July 20117</li> </ul>	AIS project lead and head of Equality	<b>July 2017</b>	