WELSH HEALTH CIRCULAR

Issue Date: 20 September 2019

STATUS: COMPLIANCE

CATEGORY: INFORMATION GOVERNANCE

Title: Sensory Loss Communication Needs (Accessible Information Standard) - of parents and carers of patients and service users.

Date of Expiry / Review N/A

For Action by:
- General Practitioners
- Chief Executives, Health Boards/Trusts
- Heads of Information Technology

Action required by: Immediately

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Enclosure(s): DSCN 2018/0I – Sensory Loss Communication Needs – Hand out/guidance
Sensory Loss Communication Needs (Accessible Information Standard)
Accessible Information for Parents/Carers

In December 2018, a Welsh Health Circular (WHC (2018) 30) was issued on the new data standard, which is required as a key enabler to ensure effective capture and communication of sensory loss communication and information needs between healthcare professionals in Wales.

As a reminder, the Data Standards Change Notice (DSCN) mandates the standard for how information relating to individuals (patients and service users, and where appropriate the parents and carers of patients and service users) who have information and/or communication support needs, which are related to or caused by sensory loss, must be recorded in systems.

The guidance issued alongside the Welsh Health Circular for this change did not visually show how to record the communication needs of parents and carers of patients and service users. This is a follow up/awareness to the previous WHC with a hand out on how to record the communication needs for these patients.
EMIS:

AIS codes and language preference added to patient record (for example Angela Davey)

New patient selected in EMIS Web (for example Sandra Barry) and within Registration module the option to add relationship link is selected
Angela Davey is selected as relation, Parent and Carer options are selected.
The following screens show that Angela Davey (who has the AIS codes and language recorded) is now recorded as Parent and Main Carer (MC) for Sandra Barry.

For further support please visit the EMIS Support Centre:

https://supportcentre.emishealth.com/
Vision 3:

AIS codes and language preference added to patient record (for example Cassandra Jones)

Within Patient Details or Registration, a patient can be added whom Cassandra Jones is to be a contact of, Carer and next of kin can be selected, it is also possible to enter that the relationship is parent into the free text box. This is demonstrated below with Grace Jones being nominated:
When viewing the patient details for the previously added contact they are noted as being a Carer for the original patient (Cassandra Jones).

For further support please visit The Hive:

http://hive.visionhealth.co.uk/