

CYLCHLYTHYR IECHYD CYMRU



Dyddiad Cyhoeddi: 28 Medi 2018

Llywodraeth Cymru
Welsh Government

STATWS: CYDYMFFURFIO

CATEGORI: TECHNOLEG GWYBODAETH

Teitl: Anghenion Cyfathrebu Pobl â Nam ar y Synhwyrâu (Safon Gwybodaeth Hygyrch)

Dyddiad dod i ben / Adolygu Amherthnasol

I'w weithredu gan:

Meddygon Teulu
Prif Weithredwyr, Byrddau/
Ymddiriedolaethau Iechyd
Penaethiaid Technoleg Gwybodaeth

Camau i'w cymryd erbyn: Ar unwaith

Anfonir gan: Joanna Jordan, Cyfarwyddwr Iechyd Meddwl, Llywodraethiant a Gwasanaethau Corfforaethol y GIG

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Dogfen(nau) amgaeedig: (1) DSCN 2018/01 – Anghenion Cyfathrebu Pobl â Nam ar y Synhwyrâu, (2) Cynllun Gweithredu



28 Medi 2018

Annwyl Gyfaill

Anghenion Cyfathrebu Pobl â Nam ar y Synhwyr (Safon Gwybodaeth Hygyrch)

Atodaf fanylion safon data newydd sy'n ofynnol er mwyn sicrhau bod gwybodaeth am anghenion cyfathrebu pobl â nam ar y synhwyr, a'u hanghenion o ran gwybodaeth, yn cael ei nodi a'i rhannu'n effeithiol rhwng gweithwyr gofal iechyd proffesiynol yng Nghymru.

Mae'r Hysbysiad Newid Safonau Data hwn yn dweud beth yw'r safon ar gyfer cofnodi ar systemau wybodaeth yn ymwneud ag unigolion (cleifion a defnyddwyr gwasanaethau a, lle bo'n briodol, rhieni a gofalwyr cleifion a defnyddwyr gwasanaethau) sydd ag anghenion o ran gwybodaeth a/neu gyfathrebu yn sgil nam ar y synhwyr.

Mae'r Safon hon yn berthnasol i bob corff sy'n comisiynu neu ddarparu gwasanaethau iechyd a gofal yng Nghymru mewn partneriaeth â'r GIG gan gynnwys cyflenwyr systemau perthnasol.

Rhaid cymryd y camau canlynol:

- Dylai'r holl staff perthnasol fod yn ymwybodol ar unwaith o'u cyfrifoldebau i gofnodi gwybodaeth o'r fath er mwyn helpu unigolion sydd ag anghenion o ran gwybodaeth a/neu gyfathrebu yn sgil nam ar y synhwyr, pan fo'r unigolion hynny yn dod o fewn y terfynau sy'n cael eu hamlinellu yn y ddogfen hon.
- RHAID i'r holl systemau sy'n cael eu caffael, neu a fydd yn cael eu caffael yn y dyfodol, gydymffurfio â'r Safon hon ar unwaith.
- Rhaid cymryd pob cam perthnasol er mwyn cydymffurfio â'r Cynllun Gweithredu ar unwaith.

Mae manylion y Safon, ynghyd â'r codau i'w defnyddio i'w gweld yma: <http://www.nwisinformationstandards.wales.nhs.uk/dscns-2018> ac mae Cynllun Gweithredu ynghlwm wrth y llythyr hwn.

Yn gywir

Jo Jordan

Cyfarwyddwr Iechyd Meddwl, Llywodraethiant a Gwasanaethau Corfforaethol y GIG



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Gwefan • website:
www.wales.gov.uk

Safon Gwybodaeth Hygyrch Cymru

Cynllun Gweithredu

Trosolwg o'r Safon

Mae DSCN18/01 - Safon Gwybodaeth Hygyrch yn cyfarwyddo a diffinio dull penodol a chyson ar gyfer nodi, cofnodi, rhannu a bodloni anghenion cyfathrebu a gwybodaeth cleifion, defnyddwyr gwasanaethau, gofalwyr a rhieni, a'u hamlygu, pan fo'r anghenion hynny yn gysylltiedig â nam ar y synhwyrâu.

Mae'n arbennig o berthnasol i unigolion sy'n ddall, sydd â nam ar y golwg, B/byddar, trwm eu clyw neu bobl fyddar a dall. Fodd bynnag, dylai'r Safon hefyd gefnogi unrhyw un sydd ag anghenion cyfathrebu, neu o ran gwybodaeth, sy'n gysylltiedig â nam ar y synhwyrâu, er enghraifft, pobl sydd ag affasia, awtistiaeth neu gyflwr iechyd meddwl sy'n effeithio ar eu gallu i gyfathrebu.

Mae'r Safon yn helpu i reoli cleifion sydd â nam ar y synhwyrâu drwy roi iddynt fynediad i wybodaeth y gallant ei deall. Gall hyn fod ar ffurf print bras, Braille neu drwy'r e-bost, a gall gynnwys unrhyw gymorth cyfathrebu y gallai fod arnynt ei angen, er enghraifft drwy gynnig cymorth gan ddehonglydd iaith Arwyddion Prydain.

Mae'r Safon yn gymwys i bob darparwr ar draws GIG Cymru sydd â systemau sy'n gallu nodi'r wybodaeth hon, ac yn benodol meddygfeydd gofal sylfaenol.

Mae'r **Safon Gwybodaeth Hygyrch** yn eich galluogi i:

- **Ofyn** - Nodi a oes unrhyw gleifion sydd ag anghenion cyfathrebu, neu o ran gwybodaeth, sy'n gysylltiedig â nam ar y synhwyrâu ac, os felly, nodi beth yn union ydy'r anghenion hynny.

- **Cofnodi** - Cofnodi'r anghenion hynny mewn modd safonol.
- **Rhybuddio** - Sicrhau bod anghenion claf yn gwbl amlwg pan fo ei gofnod yn cael ei weld a, lle bo hynny'n ofynnol, rhoi awgrymiadau sut i weithredu.
- **Rhannu** - Cynnwys gwybodaeth am anghenion claf â sefydliadau eraill y GIG lle bo systemau yn gallu gwneud hynny (sy'n cynnwys dilyn fframweithiau llywodraethu gwybodaeth presennol).
- **Gweithredu** - Sicrhau bod cleifion yn cael gwybodaeth sy'n hygyrch, y maent yn ei deall a'u bod yn cael cymorth cyfathrebu priodol os oes arnynt ei angen.

Nod y Safon

Sefydlu fframwaith a phennu cyfeiriad clir sy'n sicrhau bod cleifion a defnyddwyr gwasanaethau (a lle y bo'n briodol, gofalwyr a rhieni) sydd ag anghenion cyfathrebu ac/neu o ran gwybodaeth sy'n gysylltiedig â nam ar y synhwyrâu yn cael yr hyn a restrir isod yw nod y Safon:

- Gwybodaeth hygyrch (gwybodaeth y gellir ei darllen a'i derbyn a'i deall gan yr unigolyn neu'r grŵp y'i targedir);
- Cymorth cyfathrebu (cymorth sydd ei angen i sicrhau bod modd cynnal deialog effeithiol, cywir rhwng gweithiwr proffesiynol a darparwr gwasanaeth);

Gwneir hyn er mwyn iddynt gael mynediad at wasanaethau GIG Cymru yn briodol ac yn annibynnol a gwneud penderfyniadau deallus am eu hiechyd, llesiant, gofal a thriniaeth.

Amserlenni

Mae'r Safon wedi'i rhannu'n ddau gam:

- Cam 1: Rhaid i feddygfeydd gasglu a chofnodi anghenion cyfathrebu, ac o ran gwybodaeth, y rheini sydd â nam ar y synhwyrâu – bydd y cam hwn yn dod i effaith ar unwaith.
- Cam 2: Mae'r anghenion cyfathrebu a gwybodaeth a gofnodir yn cael eu cynnwys ym mhob llythyr e-gyfeirio at ofal eilaidd – disgwylir i'r cam hwn gael ei gwblhau erbyn y gaeaf 2018.

Gweithredu

Mae templed y Safon Gwybodaeth Hygyrch ar gael yn ddiofyn i bob practis yng Nghymru (gweler Atodiadau 1 a 2), sy'n cynnwys canllawiau ar sut i sicrhau bod y Safon Gwybodaeth Hygyrch yn cael ei gweithredu'n llawn:

Y Weledigaeth: Safon Gwybodaeth Hygyrch – Cymru – Gweler Atodiad 1

EMIS: Gwybodaeth Hygyrch – Gweler Atodiad 2

Rhagor o Wybodaeth

I gael rhagor o wybodaeth - gweler [*Safonau Cymru Gyfan ar gyfer darparu gwybodaeth i bobl sydd â nam ar eu synhwyrâu a chyfathrebu â hwy*](#)

Gallwch hefyd gael rhagor o adnoddau drwy'r dolenni isod.
Sylwer bod yr adnoddau hyn yn cael eu diwedddaru'n gyson.

Ewch i:

<http://www.cydraddoldebhawliaudynol.wales.nhs.uk/hafan>

Dolenni Elusennau/Sefydliadau'r Trydydd Sector:



Action on Hearing Loss Cymru -
Pecyn cymorth cyfathrebu ar gyfer
staff y rheng flaen



RNIB Cymru



Cymdeithas Pobl Fyddar Prydain



Centre of Sign - Sight - Sound



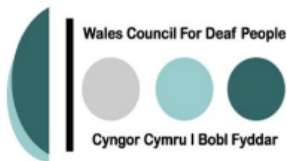
Deafblind Cymru



Cyngor Cymru i'r Deillion



Y Gymdeithas Genedlaethol i Blant Byddar



Cyngor Cymru i Bobl Fyddar



Sense



Sightcymru



Accessible Information Standard - Wales

Overview

The Accessible Information Standard assists in managing patients with sensory loss by giving them 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 interpreter (BSL).

The Accessible Information Standard enables you to:

- **Ask** - Identify patients who have communication or information needs relating to 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 their record is accessed and where required, prompt for action.
- **Share** - Include information about a patient's needs with other NHS 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.



Note - For more information - see *The All Wales Standards for communication and information for people with sensory loss*
<http://gov.wales/topics/health/publications/health/guidance/standards/?lang=en>.

Prerequisites

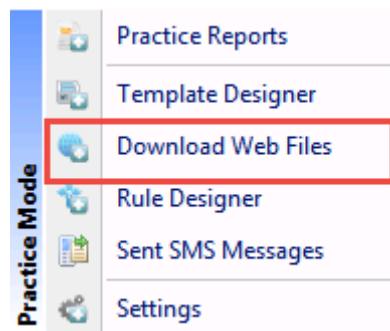
The Vision+ Accessible Information Standard is automatically available to all practices in Wales. It consists of:

- Alert Popup prompts at the point of patient contact
- Data entry tools
- Reports



To check that you have the Accessible Information Standard (AIS) module provided by Vision you need to check **Download Web Files**. To do this:

1. Right click on Vision+  in the Windows Notification Area
2. Select **Download Web Files**.



Download Web Files

3. The Download Web Files screen is displayed and the Accessible Information Standard should say "Up to date".

A screenshot of the 'Download Web Files' application window. It features a toolbar with icons for 'Delete', 'Admin', and 'Download'. Below the toolbar is a table with columns: 'Group Name', 'Web Version', 'Local Version', 'Status', 'Download', and 'Delete'. The table lists several standards, with the first row, 'Accessible Information Standard', highlighted with a red box. The status for this standard is 'Up to date'.

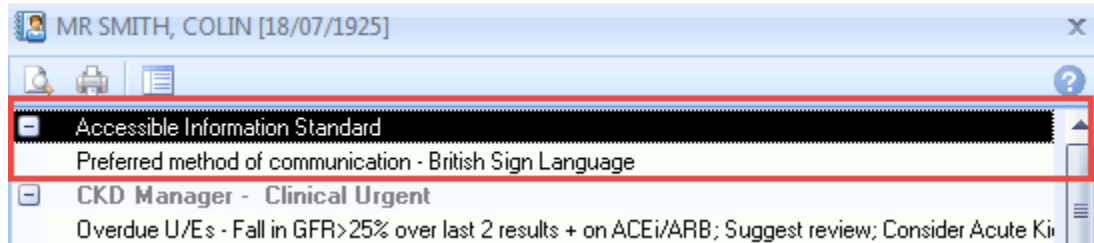
Group Name	Web Version	Local Version	Status	Download	Delete
Accessible Information Standard	5	5	Up to date		
Anticoagulation Manager	17	17	Up to date		
COPD Manager	1	1	Up to date		
Ethnicity DES	18	0	Not downloaded		
Information Prescription (Diabetes UK)	10	10	Up to date		

Accessible Information Standards

Using Vision to help with Accessible Information Standard

The Vision+ Accessible Information Standard (AIS) enables you to identify and meet the needs of your patients by using the following:

Vision+ Popup Alert Window



Alert Popup

In Consultation Manager when a patient's record is opened, the Alert popup window displays:

- Patient specific alert prompt for patients with Read codes suggesting they may have specific communication needs.
- Patient specific alerts highlighting communication preference and needs.

For more information on using the alter popup window:

<http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46286>



Training Tip - By default QOF alerts appear when you select a patient in Consultation Manager. To combine both QOF and non-QOF alerts, refer to the Vision+ Settings - Combine Triggers option.

Accessible Information Standard Template

Accessible Information Standard for MR SMITH, COLIN [18/07/1925]

Home Appearance

Save & Close
File

Show Indicators

Indicator Logic

Mon 03/07/2017

Previous Tab Next Tab

Controls

History Accessible Information

INPS Accessible Information

Please record any particular communication or information format needs that are required. Please note that options may not be exclusive and multiple options can be selected if required.

Preferred method of communication	03/07/2017: Preferred method of communication: British Sign Lang
Information formats	No Data Recorded
Interpreter / Third party requirements	No Data Recorded

The following lines are to alert you to entries that may indicate that a patient requires alternative communication methods / formats

Learning disabilities	No Data Recorded
Visual difficulties	No Data Recorded
Hearing difficulties	03/07/2017: Hearing difficulty

Accessible Information Template

From the patient record, you can quickly access the AIS data entry template by clicking the Vision+ icon  on the floating toolbar and selecting **Clinical Templates**. The template enables you to quickly record:

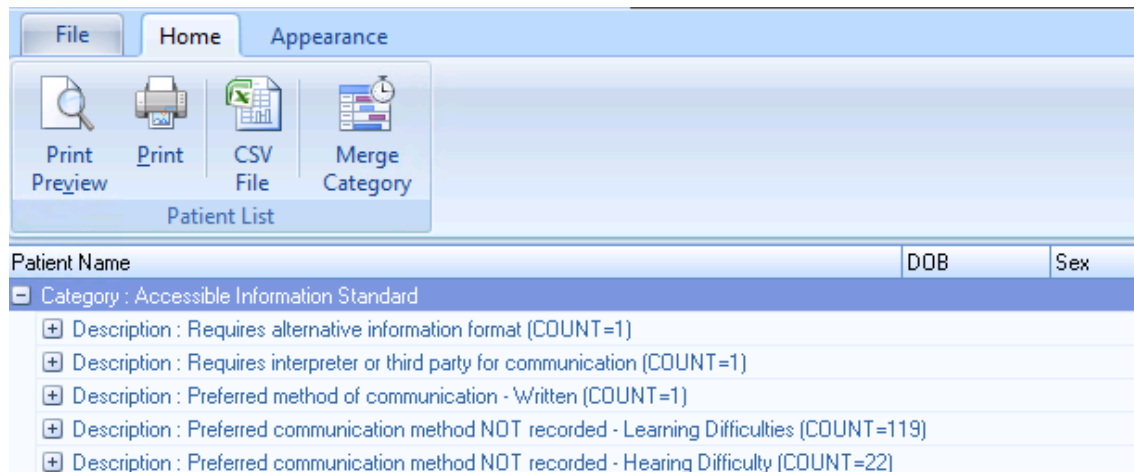
- Communication preferences and needs.



Note - The template is interactive so some options only become available if the patient meets the relevant criteria eg if the patient states that their preferred method of communication is Sign Language then the Preferred method of communication - British Sign Language is enabled.

For information on how to access and record data to a clinical template - see [Viewing or adding data to a template](http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46421)
<http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46421>.

Vision+ Practice Reports



Vision+ Reports

The Vision+ Practice reports are accessed by right clicking on the Vision+  icon in the Windows Notification area and selecting **Practice Reports**. From the Practice Reports screen, select **Accessible Information Standard**. The AIS reports are designed to assist in identifying:

- Patients with Read codes suggesting they may have specific communication needs.
- Patients with specific communication preferences and needs recorded.

For information on how to run Vision+ Reports - see [Accessing Vision+ practice reports](http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46733). <http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46733>

New Patients

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

Word and Vision+ Templates

Consider creating document letter templates in large text format for patients who are visually impaired. To amend or create Word templates, see [Word template letters](http://help.visionhealth.co.uk/DLM550/Word_Processor/index.htm#5761) http://help.visionhealth.co.uk/DLM550/Word_Processor/index.htm#5761 or [Vision+ template letters](http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46475) <http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46475>

Patient Warnings

You can also 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. For more information on patient warnings, see [Patient warnings](http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46286).

<http://help.visionhealth.co.uk/DLM550/Visionplus/index.htm#46286>

Read code Priority

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

Accessible Information

We're pleased to let you know that we've released a clinical template and report in the EMIS Library to help you record and manage the communication and information support needs of your patients, in line with the latest government requirements regarding Accessible Information.

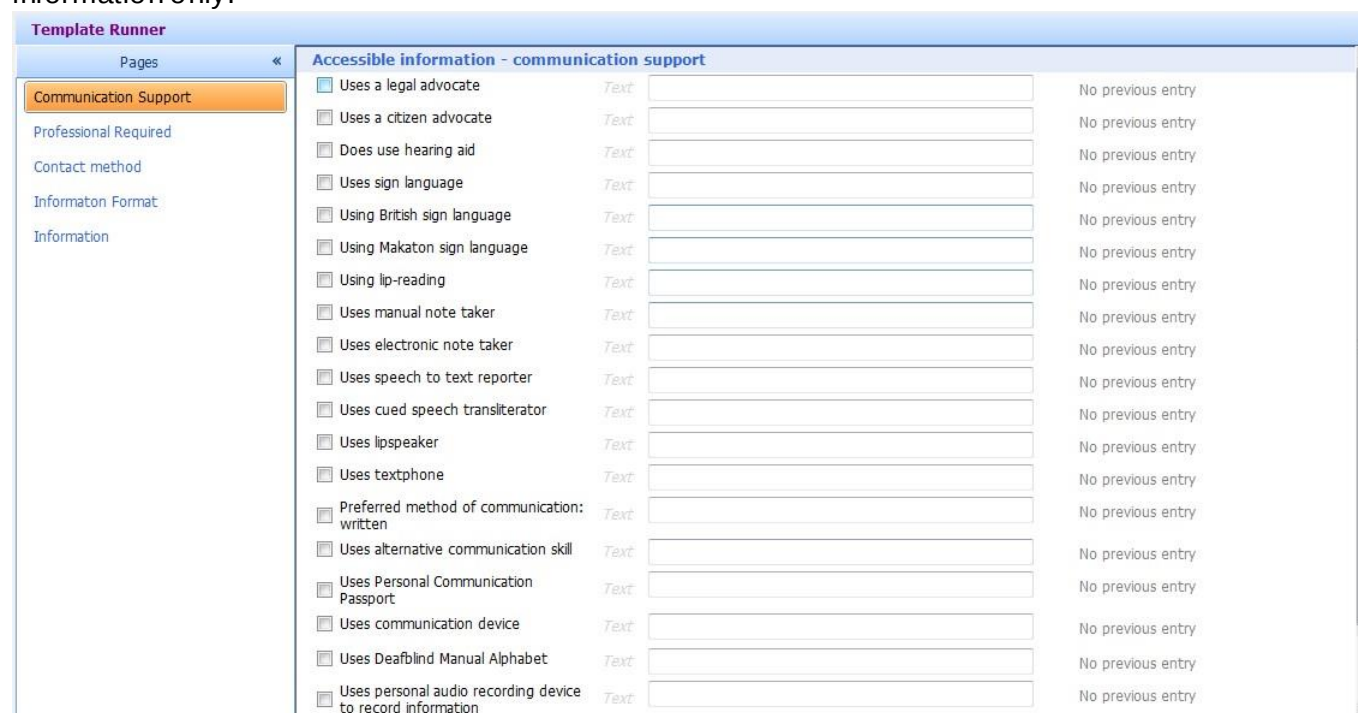
DSCN 18/01 Accessible Information directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to sensory loss.

Accessible Information Template

You'll find the template in Template Manager > EMIS Library > Community and Specialist Services Templates > Specialist Clinical Services.

The clinical codes used in the template follow the DSCN 18/01 Accessible Information subsets in the NHS Data Model and Dictionary. Using the template means you spend less time looking for the correct codes, and ensures your data is both consistent and compliant with the Accessible Information Standard.

The template comprises five pages, four of which are for data entry and the final page is for information only.



Template Runner			
Pages	Accessible information - communication support		
Communication Support	☐ Uses a legal advocate	Text	No previous entry
Professional Required	☐ Uses a citizen advocate	Text	No previous entry
Contact method	☐ Does use hearing aid	Text	No previous entry
Information Format	☐ Uses sign language	Text	No previous entry
Information	☐ Using British sign language	Text	No previous entry
	☐ Using Makaton sign language	Text	No previous entry
	☐ Using lip-reading	Text	No previous entry
	☐ Uses manual note taker	Text	No previous entry
	☐ Uses electronic note taker	Text	No previous entry
	☐ Uses speech to text reporter	Text	No previous entry
	☐ Uses cued speech transliterator	Text	No previous entry
	☐ Uses lipspeaker	Text	No previous entry
	☐ Uses textphone	Text	No previous entry
	☐ Preferred method of communication: written	Text	No previous entry
	☐ Uses alternative communication skill	Text	No previous entry
	☐ Uses Personal Communication Passport	Text	No previous entry
	☐ Uses communication device	Text	No previous entry
	☐ Uses Deafblind Manual Alphabet	Text	No previous entry
	☐ Uses personal audio recording device to record information	Text	No previous entry

Accessible Information template

To use the template:

- Select the page you require from the navigation pane on the left of the template.
- Tick any of the options that apply, and type any additional information into the text box beside your selected item(s).
- Any previous entries are displayed in the final column beside the text box.
- On the ribbon, click **Save Template**.

Searches and report

To support this tool we've also released a suite of searches and a list report to help you identify any patients with a recorded accessibility need.

You'll find the report and searches in Population Reporting > EMIS Library > EMIS Administration > Accessible Information (SCCI1605)

The main search, called 'Patients with accessible information needs', is based on the following four searches:

- Accessible information – communication support.
- Accessible information – requires communication professional.
- Accessible information – requires specific contact method.
- Accessible information – requires specific information format.

The report is based on the main search for patients with accessible information needs, and displays the patient name and numbers along with details of their disability requirements.

Accessible Information need – list report

Parent Population: Patients with accessible information needs

Last Run: 22-Jul-2016 11:29

Relative Date: 22-Jul-2016 11:29

Patient Count	Males	Females
4	2	2

Patient Details				Communication support			Requires specific contact method			Requires specific information format			Requires communication professional		
Title	Full Name	EMIS Number	NHS Number	Date	Code Term	Associated Text	Date	Code Term	Associated Text	Date	Code Term	Associated Text	Date	Code Term	Associated Text
Miss	MOSS, Nicola (Miss)	3775	418 814 2855	22-Jul-2016	Using British sign language										
Mr	BOOTH, Nicholas (Mr)	377	759 393 1056										22-Jul-2016	Interpreter needed - British Sign Language	
Mr	COATES, John (Mr)	324	759 030 8412				22-Jul-2016	Requires contact by telephone							
Mrs	BEVAN, Maureen (Mrs)	1553	839 967 5180							22-Jul-2016	Requires information on audio cassette tape				

Accessible Information need list report

Incorporate the search for patients with accessible information needs into your mail merge letter runs. You can then choose to either include or exclude those patients you need to communicate with separately, taking into consideration their recorded accessibility

requirements.

Patient warning

We're confident you'll find that EMIS Web provides you with the flexibility to implement the AIS requirements in the way that best suits your organisation.

There are several ways to trigger warnings for the patients and service users with identified accessibility needs in your organisation.

Instead of using a protocol alert, why not add a Patient Warning? You can then write your own warning message and choose the Trigger Points that are most suitable for your organisation. e.g. book appointment, arrive patient, add consultation.

Further Information

Click the bold text to be taken to the websites.

- For additional information take a look at the **All Wales Standards for communication and information for people with sensory loss**.
- Additional resources are also available on the **NHS Centre for Equality and Human rights website**.