

### Action Plan in relation to improving experience of Service Users with sensory impairment

**Aim:** To improve the health care experience for service users with sensory loss / impairment

Outcome	Intervention	Date	Lead
<b>1) Communication:</b> Ensure information (both written and face to face) is accessible and delivered in a way that meets the needs of people with sensory loss.	• Produce an accessible Information Policy.	March 2012	Diane Henderson, PSI Manager
	• Ensure there is a flagging system on patients' computer records which allows healthcare staff to understand patients' specific needs.	Dec 2011	Rachel Whitehall, Assist Dir, Ops
	• Provide dedicated email address to BCUHB's booking centre.	Oct 2011	Rachel Whitehall, Assist Dir, Ops
	• Improve the readability of appointment letters.	On going	Rachel Whitehall, Assist Dir, Ops
	• Develop BCUHB Interpreting Policy, disseminate to all stakeholders (Comms Team).	Dec 2011	Barbara Lloyd, Assist Dir, Corp Affairs
	• Explore the feasibility of a texting service to booking centres.	Dec 2011	Rachel Whitehall, Assist Dir, Ops
	• Explore the feasibility of introducing 'Sign Health' computer-based interpreting service within BCUHB.	Dec 2011	Barbara Lloyd, Assist Dir, Corp Affairs
	• Conduct an audit into the availability of 'loop systems' in BCUHB and assess staff training requirements in relations to loops.	Oct 2011	Sally Hughes-Jones Head of Equality
	• Explore the possibility of introducing a medical information card for service users to communicate important information to healthcare staff.	Dec 2011	Diane Henderson PSI Manager
<b>2) Workforce &amp; Development:</b> Ensure that the workforce are aware of and skilled in meeting the communication needs of people with sensory impairments	• Develop and deliver a training package in relation to sensory loss; target A&E reception, GP reception, porters, ENT staff, Optometry, Eye clinic, Outpatient staff in Ophthalmology and Audiology clinic, Health Visitors, Pharmacy, staff on inpatient wards where there are a significant number of older people.	Jan 2012	Sally Hughes-Jones Head of Equality
	• Ensure that staff have completed the Equality E-Learning training package.	Ongoing	Sally Hughes-Jones, Head of Equality/CPGs
	• Ensure staff are appropriately trained in the use of loop systems	Dec 2011	Sally Hughes-

	and that loop systems are appropriately placed and maintained.		Jones/CPGs
	<ul style="list-style-type: none"> <li>Develop patient stories in relation to sensory loss and utilise for education and awareness raising.</li> </ul>	Dec 2011	Diane Henderson, PSI Manager
	<ul style="list-style-type: none"> <li>Develop the role of Robin volunteers to enhance the experience of service users with sensory loss.</li> </ul>	Ongoing	Joanna Tann, Volunteers Manager
<b>3) Concerns:</b> Ensure the NHS concerns procedure is accessible to people with sensory loss	<ul style="list-style-type: none"> <li>Concern information is available in accessible formats.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
	<ul style="list-style-type: none"> <li>Concerns received via a number of formats, ie, telephone, email, written, text phones.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
	<ul style="list-style-type: none"> <li>Contact of CHC Concern Advocates made available to stakeholders and their support groups.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
	<ul style="list-style-type: none"> <li>A flagging system is in place to highlight sensory loss and provide appropriate support within the Concerns process.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
	<ul style="list-style-type: none"> <li>Appropriate level of awareness training amongst Concerns staff including any confidentiality issues that may arise.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
	<ul style="list-style-type: none"> <li>Strengthen the gathering of information from incident reporting, complaints, concerns.</li> </ul>	Dec 2011	Shan Kennedy, Head of Redress
<b>4) Sustained Engagement:</b> Mechanisms are in place to sustain engagement with service users, advocates and community groups, and BCUHB staff	<ul style="list-style-type: none"> <li>Identify a 'champion' at a senior level for those with sensory impairment.</li> </ul>	September 2011	Sally Hughes-Jones Head of Equality
	<ul style="list-style-type: none"> <li>Identify a key contact within the organisation for people with sensory impairments.</li> </ul>	Oct 2011	To Sally Hughes-Jones Head of Equality
	<ul style="list-style-type: none"> <li>Develop a communication strategy to support this action plan</li> </ul>	Oct 2011	Dawn Cooper, Interim Head of Patient Exp/ Communications Team
	<ul style="list-style-type: none"> <li>Establish mechanisms for ongoing communication with community groups, ie, Deaf Clubs, etc</li> </ul>	Sept 2011	Angela Williams Hearing Therapist
	<ul style="list-style-type: none"> <li>Mainstream user engagement in relation to the delivery of this action plan.</li> </ul>	Ongoing	Diane Henderson, PSI Manager / Group