

AIS Standards Action Plan

April 2021 (Two Year Plan)

Ref	Action	Lead
1	Consolidate the Interpreter Services Policy and Alternative Formats Policy into a single Accessible Information Standard Policy for Sheffield Teaching Hospital NHS Foundation Trust	Richard Maxted / Sally Edwards
2	Define a Standard Operating Procedure (SOP) and Action Card for recording patient needs within our patient administration system that are identified at any time within a planned or unplanned patient pathway.	Richard Maxted
3	Create a report flagging any patient with a planned outpatient appointment or inpatient admission in the next 7 days who has a need recorded in Lorenzo	Richard Maxted / Information Service Team
4	Develop a set of principles for multidisciplinary team planning of flagged patient's attendances for planned outpatient or inpatient care episodes.	Richard Maxted
5	Provide an action card for supporting patient needs during unplanned attendances	Helen Shipley
6	Develop a network of accessibility champions for each service who can lead on multidisciplinary team planning for planned care	Richard Maxted
7	Develop a PALMS training module to support awareness raising and the implementation of the above Standard Operating Procedure, Action Card and associated Care Planning.	Richard Maxted Brendan Kilbane
8	Conduct an awareness raising campaign with staff on the experience of patients with different communication needs and the importance of the role staff play in identification, recording and care planning.	Richard Maxted / Sally Edwards / STH Comms Team
9	Widen the role of the current Sheffield Teaching Hospital NHS Foundation Trust Interpreter Team to offer a single point of access to support patients with more complex communication needs to navigate the process of appointment or admission booking e.g. text or e-mail.	Richard Maxted / Helen Shipley
10	Provide an option for patients to proactively communicate their needs to Sheffield Teaching Hospitals ahead of the need for medical care.	Richard Maxted
11	Review the format of Sheffield Teaching Hospital NHS Foundation Trust letters to improve their accessibility.	Georgina Lath / Michael Fordyce
12	Engage with Primary Care around opportunities for improved communication of known communication needs to secondary care at the point of referral, and back to primary care at the point of discharge. (ERS & ICE)	Richard Maxted / Outstanding

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		Outpatients Team
13	Implement the outcome of the current tender for interpreter service provision and include the views of different patient groups in the monitoring of the Interpreter Services contract.	Richard Maxted / Helen Shipley
14	Through the tender process for the next Patient Administration System look for the best recording and flagging mechanisms for patient communication needs	STH Digital Team
15	Develop metrics for monitoring patient experience and a process for review of patient experience themes and opportunities for improvement. E.g metrics on failure to provide and interpreter for a known need or volume of complaints.	Richard Maxted / Sally Edwards
16	Review our use of signlive to ensure we are maximising the opportunities it offers	Richard Maxted
17	Ensure the complaints process is accessible in BSL	STH Governance Team