



Grange Street Dental Practice
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Accessible information policy

This practice policy implements the requirements of NHS England's 'Accessible Information Standard' to ensure that patients and their carers obtain information in a way that they can understand and receive communication support (for example, interpreters, signers) when they have identified this as necessary.

We recognise that patients with a disability and their carers might feel disadvantaged when contacting the practice for information and will endeavour to help them obtain information easily and in a way that they can understand by:

- 1 Asking patients and carers to describe any communication or information needs they might have and how we might meet these needs
- 2 Recording any identified needs in the patient's record
- 3 Highlighting those needs in the patient's records, so it is clear that they have information or communication needs, and clearly explain how those needs should be met
- 4 Sharing information on communication needs (with the patient's permission) when making a referral to other healthcare providers
- 5 Providing patients and carers with the information they need in the most appropriate format – for example, large print, braille, audio-format or electronically. And making it easy for patients to contact the practice using their preferred method – for example, by offering email, text messaging, telephone and text relay.

Appointment times for patients with information or communication needs may need to be longer. All team members should check this when a patient presents at reception or makes contact with the practice to make an appointment.

Ask patients and carers

All patients must be asked if they have any communication or information needs relating to a disability, impairment or sensory loss and how these needs might be best met.

- New patients should be asked at their first appointment
- Existing patients should be asked when they next contact the practice.

The member of staff will ask each patient on arrival at the practice and will note the patient's response in their clinical records and bring it to the attention of the treating dentist. The dentist will assess the information or communication needs identified by the patient.

Recording communication needs

The practice records details of patients' communication needs in the electronic clinical records. We use the industry standard R4 Carestream Dental Practice Works.

The practice system for highlighting patients' communication needs consistently is using the coms tab on the software which is reviewed at the patient's appointment.

We use various methods to contact individuals with communication needs – for example, post, telephone, text-message and email.

Patients and carers can contact the practice by post, telephone, text-message or email.

Practice contacts

The following team members have skills that can be useful when patients with information or communication needs attend the practice:

Cantonese, Gujarati, Hindi and Urdu are fluently spoken at the practice.