Supporting Information For All
A Trust-wide approach to accessible information support

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Our Accessible Information Portfolio:

• We began our accessible information developments in 2006 within our community learning disability service

• Through research, evaluation, innovation and service improvement; accessible information practice is now embedded across our community and mental health services

• All of these developments have been patient centred and produced in collaboration with people living with accessible information needs.
• Many healthcare staff remain unfamiliar with the term ‘accessible information’

• Beyond a basic awareness, there is a great deal more staff need to know and understand to significantly improve practice.
Tier 1: Accessible Information Awareness

Film

Keith is one of our main patient leads. He agreed to star in our film and tell his moving story. This was not an easy, but he knew that sharing his experience would help others.

The final version can be accessed by all; www.solent.nhs.uk/AI

Tier 2: Interactive Learning Platform
Tier 3: Specialist Workshops

• 1 day specialist workshops for staff who can champion accessible information within their team or service.
• To date 10 services and over 50 members of staff have been trained
• Evaluation results highlight a significant improvement in knowledge and skills
• New knowledge is being translated into practice!
Tier 3: Specialist Workshops

Changes in practice...
Our Accessible Information Network

- The network supports collective intelligence and social learning (peer-to-peer) to improve practice across the Trust
- 25 Accessible Information Champions are signed up
- Bi-monthly network meetings with rolling agenda items (see right)
- Review of Trust-wide data reports on the prevalence of patient needs and tailor support accordingly
- On-going collaboration with volunteers.
The future:

Build the network

Develop the use of technology

Economic evaluation

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