



healthwatch
Bristol

FUTURE DEVELOPMENTS FOR DISABLED PEOPLE IN HEALTHCARE

Reasonable Adjustments in Healthcare October 2017

Reasonable Adjustments in Healthcare

October 2017

We are delighted to report that the Reasonable Adjustments Workshop was well represented on 31st October 2017. Healthwatch Bristol (HWB) had two market place events, a presentation and a promotional stall and we gathered some great feedback;

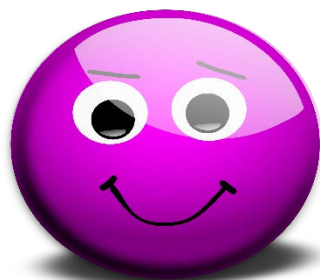
“I will start letting patients know about Healthwatch and TCF services, that I will promote you in my work”

AIMS OF REASONABLE ADJUSTMENTS

The focus of the conference was on assessing the provision of reasonable adjustments, for disabled people by hospital services that are already in place and what can be done to improve these. We felt that this was an exciting opportunity to affect positive changes to the way in which disabled people access hospital services, so that that they are not disadvantaged. Good care versus reasonably adjusted care is a good way to illustrate the way in which improvements can be made. For non-disabled people this is an expectation of being comfortable or having access to a bathroom when going into hospital. These are also expectations a disabled person will have but will not suffice in giving them reasonably adjusted care. Good examples of reasonable adjustments would be the provision of disabled toilets or ramps, or changes to appointment lengths. Good practices are already in place but the aim of this project is to improve upon these.

GETTING THINGS CHANGED - PURPLE WRISTBANDS!

There was also a workshop on ‘Getting Things Changed’ which was a chance for discussing impactful reasonable adjustments that were already in place. We are excited to report on a reasonable adjustment which has been implemented at a hospital in Gloucestershire. They have developed a system of quick identification of a vulnerable patient whereby they are given a purple wrist tag. We think this is a fantastic example of making a relatively simple, yet effective, adjustment to the daily practices of the hospital to help staff and patients alike.



NHS DIGITAL - VULNERABLE PATIENTS SUMMARY CARE RECORDS

The development of the 'flagging' system for vulnerable patient records is in full swing with NHS Digital, enabling data in their Summary Care Records (SCR) to be shared across services. We were shown examples of how patient data will be presented to healthcare professionals and the way in which it would be 'flagged'. A pilot scheme will be rolled out in 2018, specifically in the NHS Summary Care Record application (SCRa) and key clinical systems in urgent and emergency care via Application Programming Interface (APIs) in selected localities. In the meantime, engagement with patient and end-users continues, but approval for the pilot scheme has been given and the technical design of the product is about to commence. The long-term goal is for this to be implemented across all clinical systems, across the health and social care sector. This a great way to streamline the way in which patient information is gathered and shared and should ultimately make the process easier and less stressful for vulnerable patients.



WORKING TOGETHER

To conclude HWB found this to be an interesting and informative day. Dr Stuart Read from the University will also be sending us a final project report and has agreed to attend the Healthwatch conference in March to present on the findings. We very much look forward to hearing about the project's progression. We would like to express our grateful thanks to Stuart and his team, for the collaborative nature of our work with the University.

HEALTHWATCH BRISTOL

Healthwatch is the official framework through which local people can have their say about health and social care services. Healthwatch works on behalf of the whole of the community – children, young people and adults and needs people to tell it what's going on in the health and social care services in their area. Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services and we know that access to services and treatment is not always equal to all, so Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Bristol is independent, transparent and accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it. Healthwatch Bristol is provided by The Care Forum.

W: www.healthwatchbristol.co.uk

W: www.thecareforum.org

Tell Us Your Story...

Healthwatch Bristol wants to hear from you about your experiences so that we can tell services your needs to create the best local services.



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