

How to document accessible information and communication support needs within IAPTus.

Once accessible information and communication support needs have been assessed, the outcome must be recorded within the service user's clinical record.

1. Select the service user you are working with using the 'Find Patient' function

The screenshot shows the IAPTus 'Find Patients' search interface. The top navigation bar includes a 'Find Patients' button (highlighted with a red box) and other icons for 'New Patient', 'Diary', 'Diary Search', 'Batch Letters', 'Messages', 'Analysis & Reports', 'Supervision', and 'My Account'. Below the navigation bar, there is a search input field (also highlighted with a red box) containing the text 'Find Patients' and a patient selection dropdown showing 'Patient: 4707 Dummy Dummy'. The main content area is titled 'Find Patients' and includes a 'Show / Hide Search filters' button and two search options: 'Standard search' and 'Advanced search'.



The screenshot shows the patient details view for '4707 Dummy Dummy' (highlighted with a red box). The details include: DOB: 02/01/1965, Age: 51, Gender: Male, NHS No.: 130 291 8239, Tel: -, Mob: -, Email: dawn.bould@mayden.co.uk, Language: Arabic, Speaks English, Registered GP: Dr SK BASU, Registered Practice: East End Medical Centre, E13 0QA. Below the details, there is a 'Personalised Care' field with the text 'test'. At the bottom, there is a grid of six buttons (1-6) and a status section: Status: In Progress, Date Received: 09/10/2012, Opt In Date: -, Referral Source: GP, Service: IAPT, Stage: [PHNAE] (Old) Psychology And Health Assessment Engagement, Allocated Therapist: No Therapist, Intervention Group: -.

2. Select 'Patient Registration'

Patient Registration	Episode Summary	Referral Data	Care Pathway	Assessment	Clinical Contacts	Problem / Medication	Documents	User Activity	SMS
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▼ Patient Details

Options: [Edit](#) | [Delete Patient](#) [?] | [Print Section](#)

The patient registration data was created by **Superuser Mayden** on 16th March 2010 at 9:55am

General Patient Information		Address Details	
Patient ID:	4707	Address:	10, Test, Test, Test, SN10 0SH
NHS Number:	130 291 8239	Contact Details	
Name:	Mrs Dummy Dummy		Leave a Message Precautions
Preferred Name:	-	Home phone no:	- - -
Maiden/Previous Name:	-	Mobile phone no:	- -
Date of Birth:	02/01/1965	SMS reminders allowed on mobile:	No
Date of Death:	-	Work phone no:	- - -
Gender:	Male	Other phone no:	- - -
Registered GP:	Dr SK BASU	Email:	<input type="text"/>
Registered GP Practice:	East End Medical Centre, 61 Plashet Road, Plaistow, London, E13 0QA, 020 84708186	Web forms allowed by email:	Yes
Personalised Care:	test		
Consent for Data Storage:	not asked		
Consent for data to flow to DoH:	Not Asked		
Consent Notes:	-		
Demographics		Disability Information	

3) Scroll down the page to 'Patient Details'

4) Select 'Edit'

▼ Patient Details **3)**

Options **Edit** **4)** Delete Patient [?] | Print Section

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General Patient Information		Address Details	
Patient ID:	4707	Address:	10, Test, Test, Test, SN10 0SH
NHS Number:	130 291 8239	Contact Details	
Name:	Mrs Dummy Dummy		Leave a Message Precautions
Preferred Name:	-	Home phone no:	- - -
Maiden/Previous Name:	-	Mobile phone no:	- - -
Date of Birth:	02/01/1965	SMS reminders allowed on mobile:	No
Date of Death:	-	Work phone no:	- - -
Gender:	Male	Other phone no:	- - -
Registered GP:	Dr SK BASU	Email:	dawn.bould@mayden.co.uk
Registered GP Practice:	East End Medical Centre, 61 Plashet Road, Plaistow, London, E13 0QA, 020 84708186	Web forms allowed by email:	Yes
Personalised Care:	test		
Consent for Data Storage:	not asked		
Consent for data to flow to DoH:	Not Asked		
Consent Notes:	-		
Demographics		Disability Information	
Nationality:	English	Disability:	Has Disability • Speech • Mobility and Gross Motor
Ethnic Group:	Asian or Asian British	Disability notes:	test
Ethnic Subgroup:	Any other Asian background	Military Details	
Religious Group:	Other protestant	Service number:	
Preferred Language:	Arabic	British Armed Forces Indicator:	-
Can communicate in Spoken English?:	Yes	Length of Service:	-
Understands Written English?:	Yes	Date of discharge:	-
Can Read/Write in Preferred Language?:	Yes	Mode of discharge:	-
	Heterosexual	Rank at discharge:	-

1&pat_id=4707&epis_id=12190&th_id=...

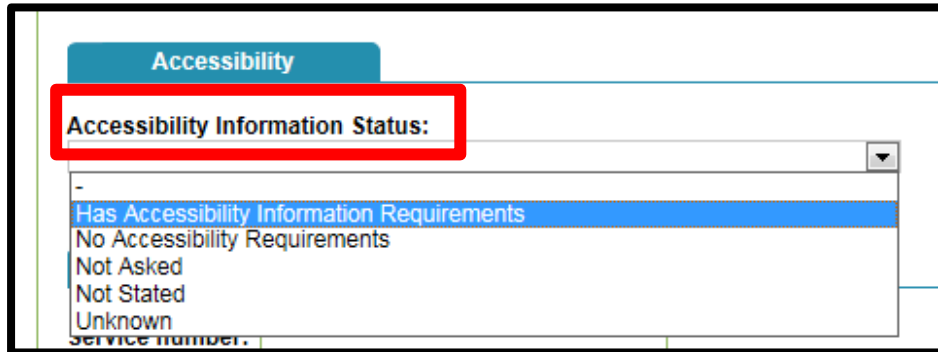
5) On the 'Edit Patient registration' screen, scroll down to the 'Accessibility' section

The screenshot shows the 'iaptus adults' interface. At the top, there are navigation icons for Find Patients, New Patient, Diary, Diary Search, Batch Letters, Messages, Analysis & Reports, Supervision, and My Account. Below these is a search bar with 'Find Patients' and a patient selection dropdown showing 'Patient : 4707 Dummy Dummy'. The main content area has a section titled 'Edit Patient registration' (highlighted with a red box) with a sub-section 'For service use only'. This section contains fields for NHS Number (1302918239), Local Patient ID, Consent for Data Storage (Not Asked), Consent for data to flow to DoH (Not Asked), and Additional Consent Info. Below this is the 'Patient Details' section, which includes Title (Mrs), Disability Status (Has Disability), and First Name (Dummy).



The screenshot shows the 'Accessibility' section (highlighted with a red box) with the 'Accessibility Information Status' dropdown menu set to '-'. The dropdown menu is currently closed.

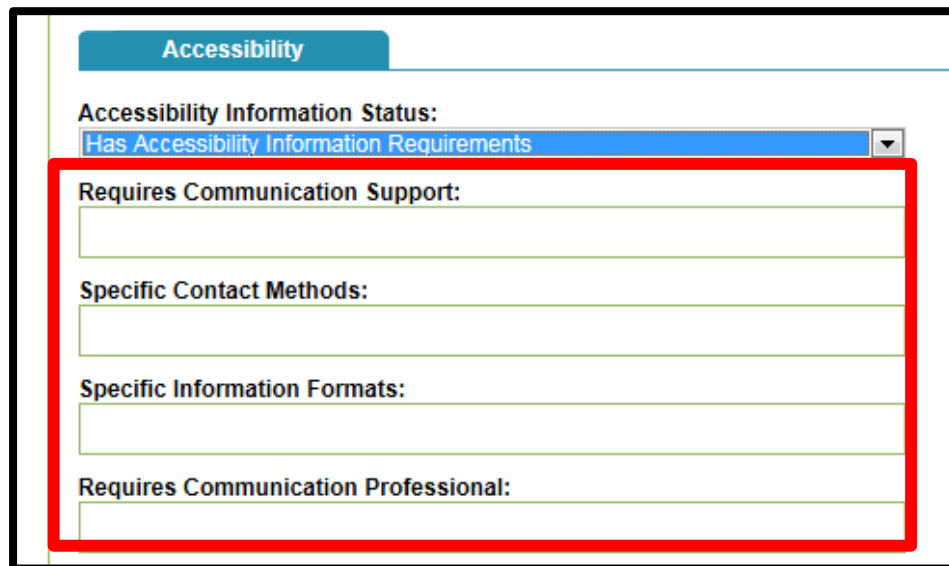
6) Complete the '**Accessible information status**' question. Note that 'Accessibility Information Requirements' includes all accessible information or communication support needs.



The image shows a screenshot of a form with a blue header tab labeled 'Accessibility'. Below the tab, the text 'Accessibility Information Status:' is highlighted with a red rectangular box. A dropdown menu is open, displaying the following options: '-', 'Has Accessibility Information Requirements' (highlighted in blue), 'No Accessibility Requirements', 'Not Asked', 'Not Stated', and 'Unknown'. Below the dropdown, the text 'Service number.' is partially visible.

If the service user 'Has Accessibility Information Requirements', 4 additional sections must be completed by selecting the appropriate options available (see step 7)

7) If required, complete 4 additional '**Accessible information Status**' sections (see below).
Note that multiple options can be selected.



Accessibility

Accessibility Information Status:
Has Accessibility Information Requirements

Requires Communication Support:
[Text input field]

Specific Contact Methods:
[Text input field]

Specific Information Formats:
[Text input field]

Requires Communication Professional:
[Text input field]

Requires Communication Support:

- Preferred method of communication: written
- Does lip read
- Does use hearing aid
- Uses a citizen advocate
- Uses a legal advocate
- Uses alternative communication skill
- Uses British sign language
- Uses communication device

Specific Contact Methods:

- Requires contact by telephone
- Requires contact by letter
- Requires audible alert
- Requires contact by email
- Requires contact by short message service text message
- Requires contact by text relay
- Requires tactile alert
- Requires visual alert

Specific Information Formats:

- Requires information in Easyread
- Requires written information
- Requires information by email
- Requires information in contracted (Grade 2) Braille
- Requires information in electronic audio format
- Requires information in electronic downloadable format
- Requires information in Makaton
- Requires information in Moon alphabet

Requires Communication Professional:

- Needs an advocate
- Requires manual note taker
- British Sign Language interpreter needed
- Hands-on signing interpreter needed
- Makaton Sign Language interpreter needed
- Requires deafblind block alphabet interpreter
- Requires deafblind communicator guide
- Requires deafblind haptic communication interpreter

8) The free text box, '**Accessibility Information Notes**' can be used to record details of accessible information and/or communication support needs which are not included in the above options within each drop-down menu

Accessibility

Accessibility Information Status:
Has Accessibility Information Requirements ▼

Requires Communication Support:
× Preferred method of communication: written × Does lip read

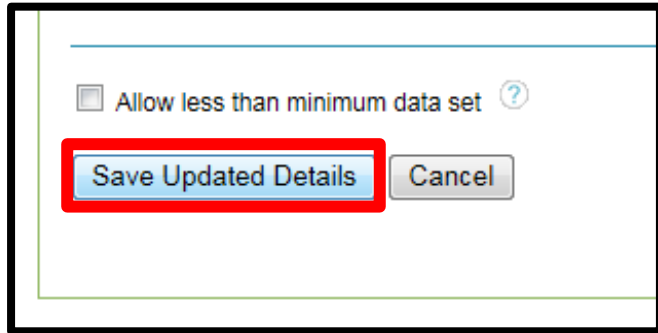
Specific Contact Methods:
× Requires contact by email

Specific Information Formats:
× Requires information by email

Requires Communication Professional:
× British Sign Language interpreter needed

Accessibility Information Notes:
Would benefit from a longer appointment |

9) Scroll to the bottom of the page and click 'Save Updated Details'



10) The newly recorded details are now viewable on the 'Patient Registration' screen:

Preferred Language:	Arabic	Service number:	Just to let you know...
Can communicate in Spoken English?:	Yes	British Armed Forces Indicator:	Patient details for 'Dummy Dummy' have been updated
Understands Written English?:	Yes	Length of Service:	
Can Read/Write in Preferred Language?:	Yes	Date of discharge:	-
Sexuality:	Heterosexual	Mode of discharge:	-
Relationship Status:	Divorced	Rank at discharge:	-
Long term conditions:	Unknown (Person asked and does not know or is not sure)	Operational tours:	-
Occupation:	-		
Accessibility			
Accessibility Information Status:	Has Accessibility Information Requirements		
Requires Communication Support:	<ul style="list-style-type: none"> Preferred method of communication: written Does lip read 		
Specific Contact Methods:	<ul style="list-style-type: none"> Requires contact by email 		
Specific Information Formats:	<ul style="list-style-type: none"> Requires information by email 		
Requires Communication Professional:	<ul style="list-style-type: none"> British Sign Language interpreter needed 		
Accessibility Information Notes:	Would benefit from a longer appointment		

Once an accessible information and/or communication support need has been identified and recorded, an **ALERT** must be added to the clinical record to highlight the need. In IAPTus this is called a **Patient Label**.

11) Select the service user you are working with using the **'Find Patient'** function

The screenshot shows the IAPTus 'Find Patients' search interface. The 'Find Patients' button in the top navigation bar is highlighted with a red box. Below it, the search input field is also highlighted with a red box and contains the text 'Find Patients'. The patient ID '4707 Dummy Dummy' is visible in the top right. The main content area shows search filters and options for 'Standard search' and 'Advanced search'.



The screenshot shows the patient details page for '4707 Dummy Dummy'. The patient name is highlighted with a red box. The details section includes: DOB: 02/01/1965, Age: 51, Gender: Male, NHS No.: 130 291 8239, Tel: -, Mob: -, Email: dawn.bould@mayden.co.uk, Language: Arabic, Speaks English, Registered GP: Dr SK BASU, Registered Practice: East End Medical Centre, E13 0QA. The 'Personalised Care' field contains the text 'test'. The status is 'In Progress', Date Received: 09/10/2012, Opt In Date: -, Referral Source: GP, Service: IAPT, Stage: [PHNAE] (Old) Psychology And Health Assessment Engagement, and Allocated Therapist: No Therapist.

- 12) Select **'Edit Labels'**
(note, do **NOT** select **'Edit Referral Labels'**)

The screenshot shows the iaptus software interface. At the top, there is a navigation bar with icons for Find Patients, New Patient, Outcomes, Diary, Diary Search, Batch Letters (2), Messages, Analysis & Reports, Groups, and Supervision. Below this is a search bar with the text 'Find Patients' and a patient ID '27299 Dummy2 Dummy2'. The main content area displays patient details for '27299 Dummy2 Dummy2'. The 'Details' section includes fields for DOB, Age, Gender, NHS No., Tel, Mob, Email, Language, Registered GP, and Practice. A 'Secondary Care No Referral' label is present, with an 'Edit Labels' button highlighted in a red box. Below this is a 'Personalised Care' section with the text 'To be screened by Craig.T (SS 300115)'. The 'Episode' section shows a status of 'Completed', date received '08/10/2014', and opt in date '13/11/2015'. The 'Labels' section shows '4A Enhanced Care Triage' and 'Edit Referral Labels'. The 'Alerts' section shows 'Risk not assessed' and 'No primary problem descriptor'. The 'Quick Actions' section has a 'Request Supervision' button.

Patient	27299 Dummy2 Dummy2	Show / Hide details ▾
Details	DOB: 21/04/1918 Age: 98 Gender: Male NHS No.: - Tel: - Mob: - Email: robin_campbell82@hotmail.co.uk Language: - Registered GP: - Practice: - Secondary Care No Referral Edit Labels	
	Personalised Care: To be screened by Craig.T (SS 300115)	
Episode	1 + Status: Completed Date Received: 08/10/2014 Opt In Date: 13/11/2015 Referral Source: Self Referral - GP Referral Practice: Woodgrange Medical Practice, Woodgrange Med Practice, E7 0QH Referral GP: Dr J BIRDI Service: IAPT Stage: [FTE] Failure To Engage Allocated Therapist: No Therapist Intervention Group:	
Labels	4A Enhanced Care Triage Edit Referral Labels	
Alerts	Risk not assessed No primary problem descriptor	
Quick Actions	<input type="button" value="Request Supervision"/>	

13) In the Labels section, click to select 'Accessible information need'

Practice and GP Details

GP Practice Quick Search:
 ?

Practice selected :

GP:

Labels

<input type="checkbox"/> Accessible information communi	<input type="checkbox"/> Autism spectrum condition	<input type="checkbox"/> Evening Appointment Only
<input type="checkbox"/> Learning Disability	<input type="checkbox"/> Has Children Under 18	<input type="checkbox"/> Has Children Under 5
<input type="checkbox"/> Secondary Care Closed Referral	<input checked="" type="checkbox"/> Secondary Care No Referral	<input type="checkbox"/> Open to secondary care EPC
		<input type="checkbox"/> Secondary Care Open Referral

Locking

Locked patient details are only viewable by the patients allocated therapist and users with the patient lock privilege

Locked Unlocked

- 14) The Patient Label will now be visible in the 'Details' section of the patient record. This will remind staff when a patient or service user has an information or communication need

The screenshot displays the IAPTUS patient management software interface. At the top, it shows the user 'Hannah Watson' working on behalf of '-- No Therapist --'. The main navigation bar includes icons for Find Patients, New Patient, Outcomes, Diary, Diary Search, Batch Letters (15), Messages, Analysis & Reports, Groups, and Supervision. The patient search bar shows 'Find Patients' and 'Patient: 1 Dummy Dummy'. The patient details section for '1/D1001 Dummy Dummy' includes personal information (DOB: 09/12/1949, Age: 66, Gender: Male, NHS No.: -, Tel: 02085 513883 (y), Mob: -), contact information (Email: shaz_hossain@elft.nhs.uk, Language: Tamil, Does not speak English, Registered GP: Dr DA Wood, Registered Practice: Washingborough Surgery, The Surgery, LN4 1BN), and referral status (Secondary Care Open Referral, Secondary Care Closed Referral, Secondary Care No Referral). A red box highlights the 'Accessible information need' label. The 'Personalised Care' section notes 'would like only minimum info send to gp - CMT - 12/02/16'. The episode section shows a grid of 9 numbered boxes (1-9) and a '+' sign, with details for the current episode: Status: In Progress, Date Received: 06/10/2016, Opt In Date: -, Referral Source: Community-based Paediatrics, Service: NON IAPT, Stage: [PHNAE] Psychology And Health Assessment Engagement, and Allocated Therapist: No Therapist.