

**All the right notes,
Not necessarily in the right order.**



Howard Leicester
With help from
Eric, Andre
And
Jane Brooks

The Accessible Information Standard:

The most radical change since 1948.

Why

Older/disabled: Major users by far. And mainstream because...!

What

Alternative formats/F2F support: Engagement and decisions.

How

RoboNHS: Maps, models, benefits.

Why

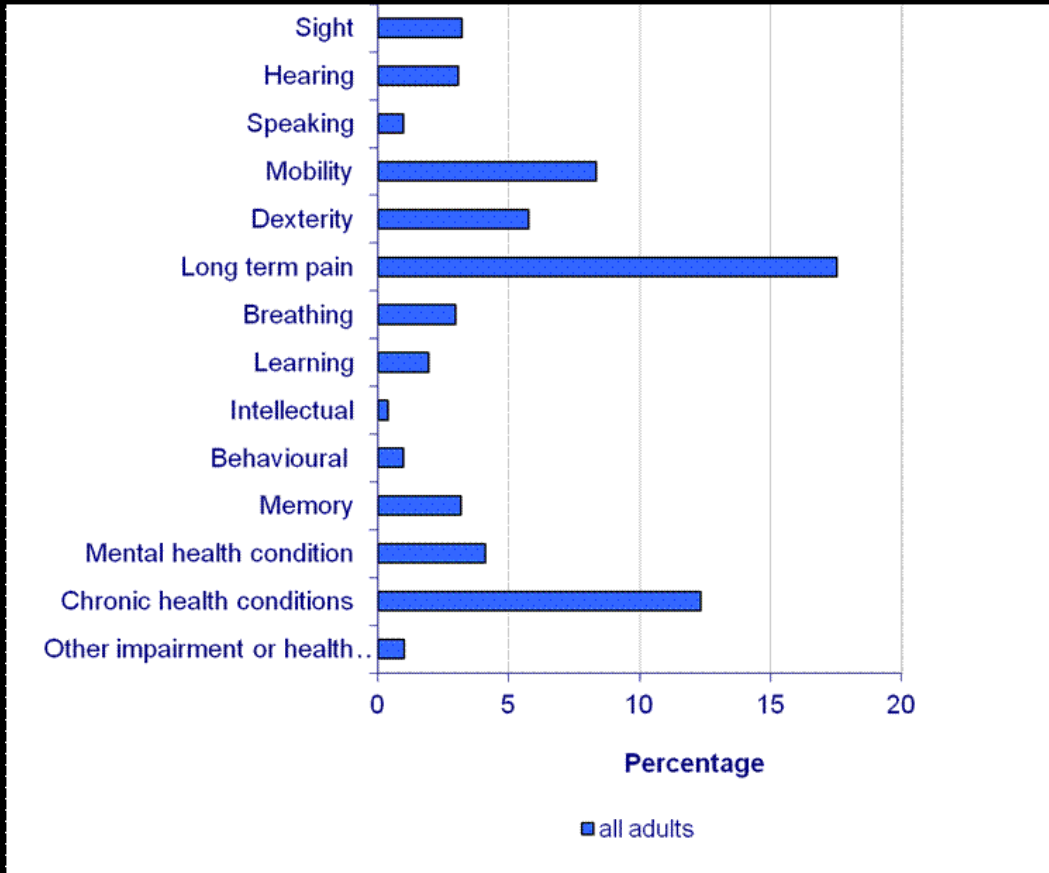
From Stephen Johnson (DH) 2012.

A few facts

- NHS - over 1 million patient contacts every 36 hours
- In England over 15 m people have a long term condition with numbers set to increase in the next 5 to 10 years, especially co-morbidity
- People with long term conditions use 72% of inpatient beds, 68% of out-patient appointments and 55% of GP appointments
- Treatment and care of those with LTCs account for 70% of the total health and social care spend in England, or almost £7 in every £10 spent

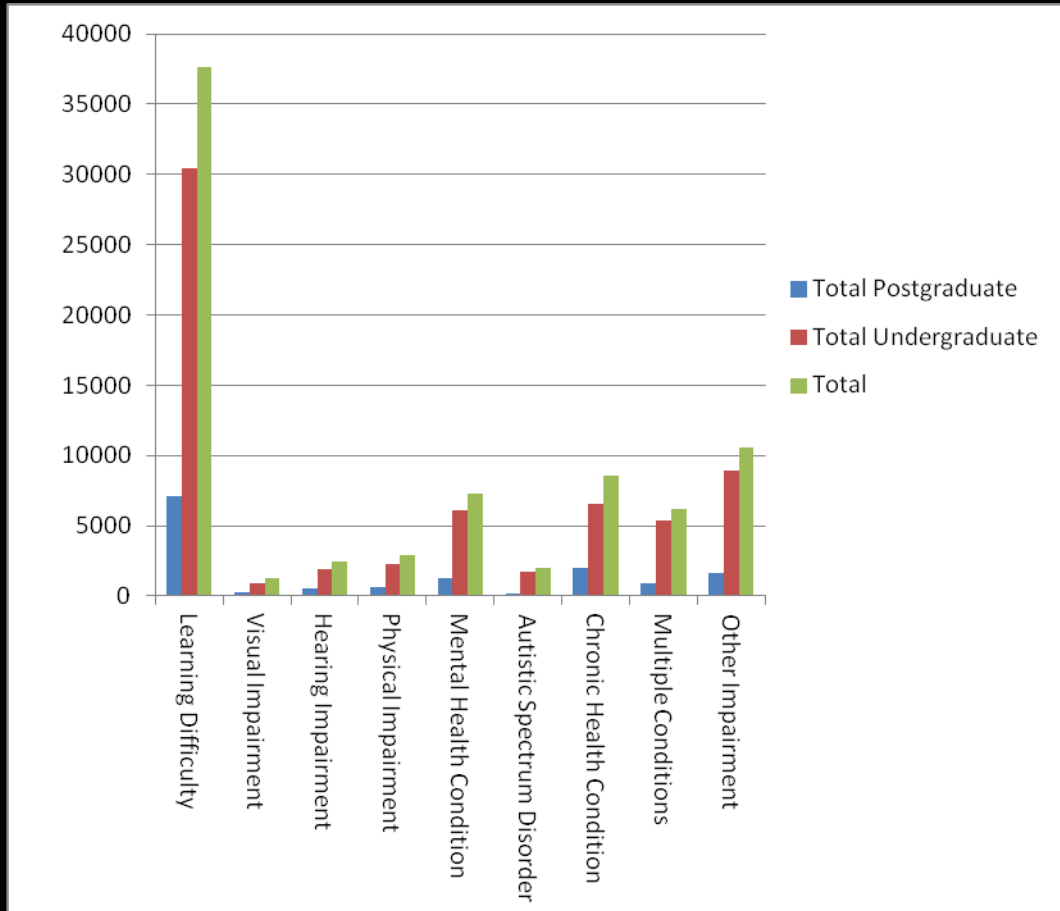
Why

29% of GB population with “impairments”. (Life Opportunities Survey, ONS).



Why

Most Uni students with “needs” are dyslexic [1].



Why

Mainstream because...

"Low literacy levels is a bigger problem than can be solved by the health and care system, but improving the health and care information available to us all, and the ways in which it can be accessed, could help to improve health and care outcomes for everyone".

– Mobiles and tablets are ubiquitous.

What

The Accessible Information Standard: People and parallels.

“We anticipate bunfight ahead”.



Giles
Wilmore



Olivia
Butterworth



Sarah
Marsay



What

5 steps with related actions.

Ask

Identifying patients and asking sensitive questions.

Record

Recording needs fully and accurately.

Flag

Making sure needs are obviously displayed in records.

Share

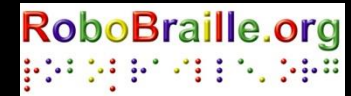
Locating needs in places available to other care providers.

Deliver

Locally acting on needs.

How

The RoboNHS approach.



Lars Christensen
Danish Inventor

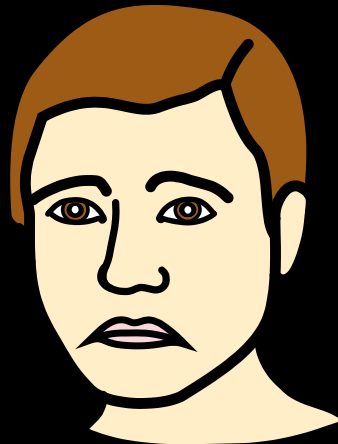
1. Map care providers.
2. Map and match patients likely to use services.
3. Repository of documents for conversion and
setting up for support
4. Refine with real patients

How

Attitudes: Healthcare generally. (WHO Disability Health Action Plan).

Across the world, more often than their non-disabled peers, people with disabilities do not receive the health care they need and have poorer health.

People with disabilities are more than twice as likely to find healthcare providers' skills and facilities inadequate; nearly three times more likely to be denied health care; and four times more likely to be treated badly.

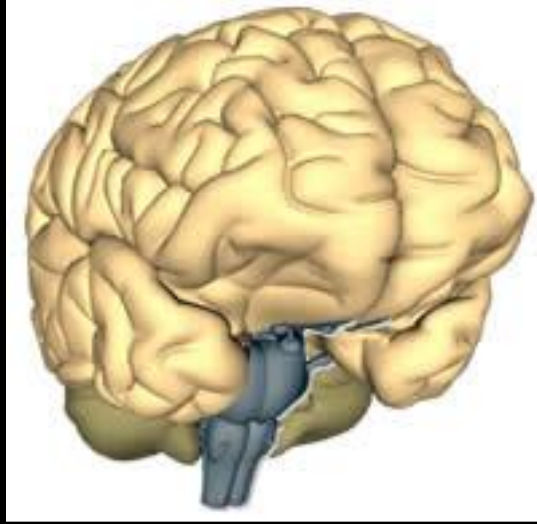


How

Winning the
EasyRead
battle.

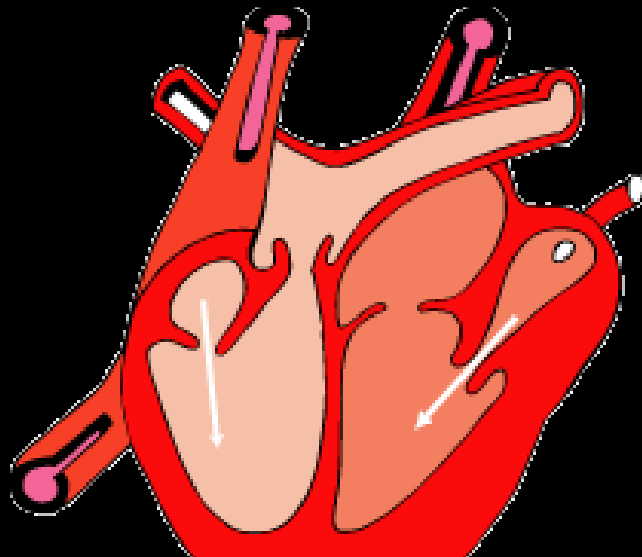
With help
from the late
Beth Evans.





Your brain is about the size of a small cauliflower. It sends messages to the rest of your body using the spinal cord. It is a bit like your body's own control centre!

Your heart is like a pump but it is really a muscle. It's located a little to the left of the middle of your chest, and it's about the size of your fist.

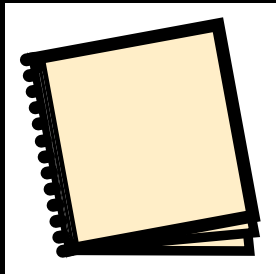


How

Measuring benefit with WHO and ONS.

WHO: “Health...not just absence of illness” [1].

Life Opportunities Survey [ONS, 2] across:



training



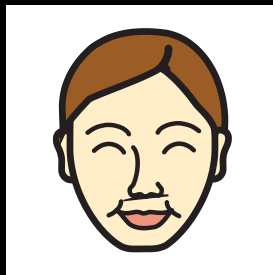
buildings



services



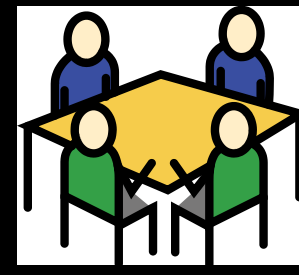
transport



leisure



community



work

**All the wrong notes, in the right order”:
BT’s Chocolate Fountain
and the Portsmouth Sinfonia.**

