

7.7 INFORMATION

Access to high quality, up to date, information is critical to empower individuals, families and carers affected by respiratory conditions to be fully involved in decisions about treatment options, care and long term support. The information standard, and associated quality dimensions and performance indicators, seeks to ensure basic information is available to individuals and carers affected by respiratory disease, irrespective of where they live. This information should be available on the condition, treatment, care and ongoing support options, and how to access them. Health and social care professionals should be proactive in helping those affected by respiratory disease to access this information.

Overarching Standard 52:

Information

All patients, clients and carers should receive information which will allow them to know about general management options for their condition as well as the range of services available locally, including health promotion and appropriate community support services.

Rationale:

Well informed self care is critical to maximising the quality of life experienced by individuals who have a respiratory disease, and their carers; and reducing the impact of illness on overall health and wellbeing.

Evidence:

Guidance on strengthening Personal and Public Involvement in Health and Social Care (DHSSPS, 2007) http://www.dhsspsni.gov.uk/hsc_sqsd_29-07.pdf

Good Medical Practice (GMC, 2006) http://www.gmc-uk.org/guidance/good_medical_practice/index.asp

Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order (2003)
http://www.dhsspsni.gov.uk/hpss_qi_regulations.pdf

The Quality Standards for Health and Social Care Supporting Good Governance and Best Practice in the HPSS (March 2006)
<http://www.dhsspsni.gov.uk/spsd-standards-quality-standards>

Community Development Performance Management Framework.
(Community Development Managers Regional Group). Supported by the Community Development and Health Network (2007)

Carers and Direct Payments (Northern Ireland) Act (2002)
http://www.opsi.gov.uk/legislation/northernireland/acts/acts2002/nia_20020006_en_1

DHSSPS (2007) Caring for Carers. Recognising, Valuing and Supporting the Caring Role <http://www.dhsspsni.gov.uk/ec-dhssps-caring-for-carers.pdf>

DHSSPS (2005) Primary Care Strategic Framework - Caring for People Beyond Tomorrow http://www.dhsspsni.gov.uk/show_publications?txtid=14302

DHSSPS (2005) Regional Strategy – A Healthier Future- A Twenty Year Vision for Health and Wellbeing in Northern Ireland, 2005-2025

http://www.dhsspsni.gov.uk/show_publications?txtid=7282

Responsibility for delivery / implementation

HSC Trusts (in collaboration and partnership with voluntary organisations).
Primary Care (including community pharmacy)

Quality Dimension

1. Information should be made available in a variety of suitable formats including written, web based, face to face, on what to expect by way of possible treatments (pathways where appropriate), types of services and carer support available locally, regionally and nationally.
2. Information should be made readily available, in a variety of formats, on how to access benefits and local transport/travel schemes.
3. Information should be made readily available, in a variety of formats, on local physical activity schemes, healthwise schemes, smoking cessation schemes and weight management programmes.
4. Information should be made available on the details of local self-support groups, expert patient programmes and available local community support resources such as befriending schemes, older people's groups, healthy living centres

Performance Indicator	Data Source	Anticipated Performance Level	Date to be achieved by
Percentage of local* areas where directories of services are available (*Approximately 150,000 population)	HSC Trusts	All areas	March 2011
Percentage of people with asthma and COPD who attend their GP for review who are given a pack of contact details (with sources of condition specific information devised in collaboration with the Respiratory Forum and Asthma UK/CHS) by their primary care team	Asthma UK/CHS	30% 50%	March 2011 March 2012