

The Fast Track Accessibility Programme

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Discovery



Our Context

127,967 residents in Manchester and Trafford are disabled (ONS, 2011)

On average disabled people are more likely to require healthcare services than the general population (WHO)

5.8% of disabled people report not receiving health services compared to 3.9% of non-disabled people (WHO)

Life expectancy for people with a learning disability is up to 18 years lower than the general population (NHS Digital)

Disabled people experience poorer health outcomes

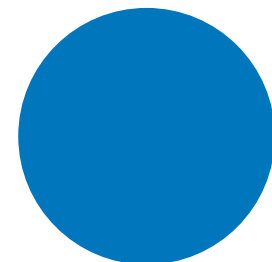
484 falls in Manchester in 2014 were directly attributable to sight loss or visual impairment (Henshaws)

Our Context

Disabled People's User Forum, a patient forum to listen to the views and experiences of disabled people to improve the access to, experience of, and quality of health care for disabled people within our hospitals and managed clinical services.

Research into the experience of our disabled patients, service users, carers and families showed that a key barrier to accessing services was **inaccessible environments**.

In response we conducted desk top research of national best practice and further consulted with disabled people's organisations to **identify and co-produce solutions**.



Design



The result of this was the Fast Track Accessibility Programme (FTAP)

FTAP aimed to:

- Create a more disability inclusive environment
- Empower disabled patients by providing Online Access Guides to plan visits, reducing anxiety and building confidence
- Empower staff to improve the environment by raising their confidence in communicating with disabled patients and awareness of disability



FTAP Projects were:

- To undertake Access Audits
- To create Online Access Guides
- To pilot Bespoke Disability Awareness Training
- To host a Practice Sharing Conference



Delivery

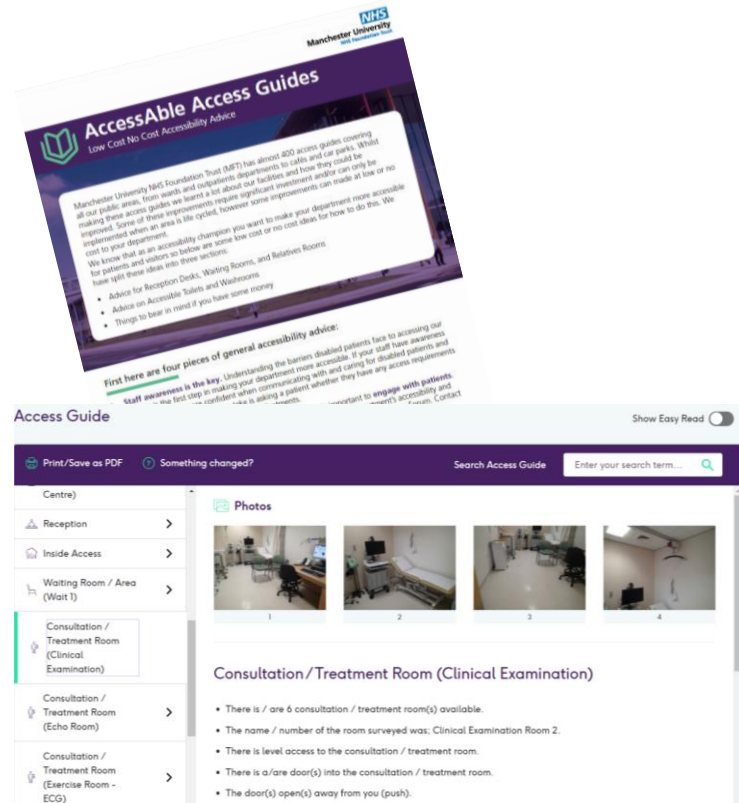


Delivery Methodology and Governance

Delivered By	Delivered With
<ul style="list-style-type: none"> • Programme management methodology • Detailed project plans • Dedicated programme manager • Action research methodology 	<ul style="list-style-type: none"> • Disabled People's Organisations • MFT's Disabled People's User Forum • AccessAble • Internal Teams
Reporting To	
<p>The Charitable Funds Committee The Trust Accessibility Board The Group Equality, Diversity and Human Rights Committee</p>	

Our Outcomes

Success Measure	Impact
% of improvements planned as a result of the audits.	100% of improvements to the environment agreed are feasible in work plan (3,000).
% of MFT hospital areas with an access guide.	100% of MFT hospital areas with an access guide (364).
Number of people viewing MFT's access guides is constant or increasing.	Number of people viewing the access guides increased from 2,500 in December 2018 to over 8,000 in September 2019.



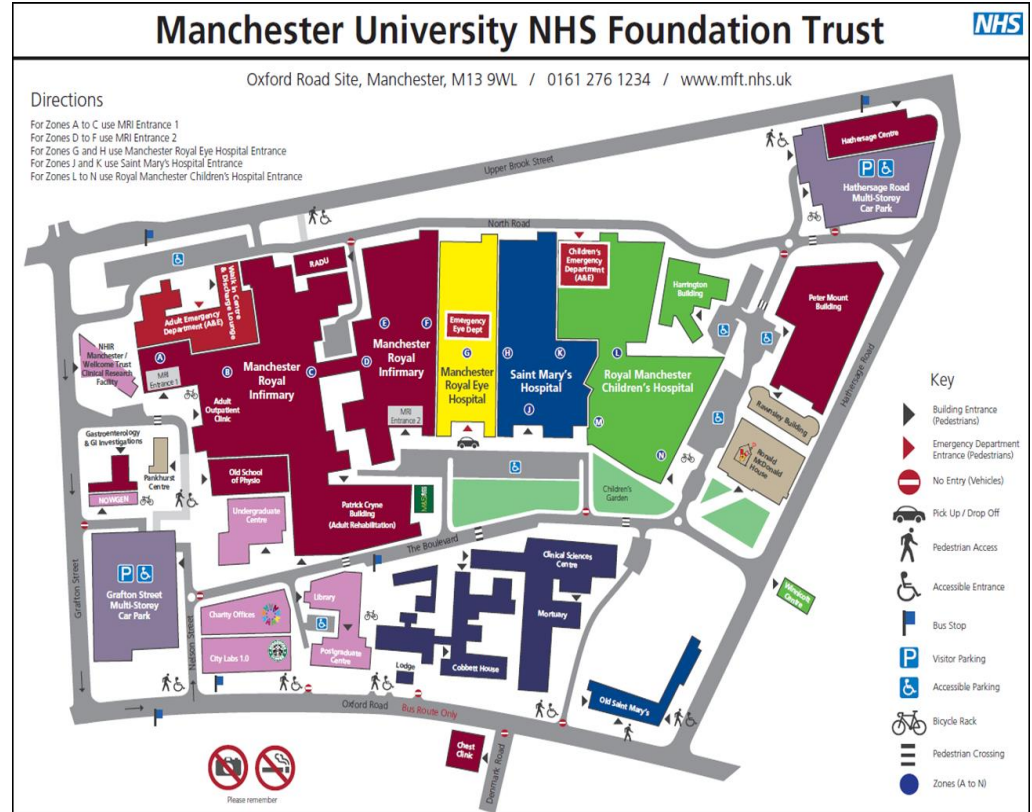
Our Outcomes

Success Measure	Impact
%of staff undertaking the training developing a greater awareness and understanding of disability.	96% of participants reported that their knowledge and awareness of disability had increased.
Improvement in the experience of disabled patients.	95% of staff undertaking the disability awareness training reported changing their interactions or communications with disabled patients.
% of staff empowered to own and engage with this agenda as a result of the Access Matters conference.	97% of attendees at the Conference said they had increased their knowledge of accessibility and 94% said it had given them ideas for how to improve their own department's accessibility.

“I will feel much more comfortable about asking a person with a disability what I can do to better support them and what they might need from me - I think prior to this training I felt generally reluctant to ask this question for fear of offending someone.”

Wayfinding; an example of environment change

- Internal and external maps include more information about where you are.
- Improved signage.
- Hospital colours in main public stair cores.



Sustainability



Sustainability

Building in mechanisms for continuous service improvement has been core to ensuring the future success of FTAP. Solutions for sustainability have included:

- Governance identified for work plans resulting from the access audits
- Building ongoing reporting for the Online Access Guides viewing figures
- Deep linking the Online Access Guides into MFT's website
- Identifying business as usual leads for ongoing work streams
- Creation of a disability awareness e-learning solution
- Continuing sharing of progress on pledges and projects



Key Learning



Key learning points from FTAP:

- **Define aims through consultation and evidence**
- **Focusing on outcomes from the start**
- **Conducting Stakeholder analysis and creating communication plans**
- **Working with your target audience**
- **Securing buy in from your leadership**



Fast Track Accessibility Programme

PENNA 2019

