

PE1 – The service implements and monitors systems to ensure patients are able to access patient-friendly information about what happens before, during and after specific examinations/procedures.

- a. Clear information, presented in ways accessible to patients and carers, plays a vital role in the patient experience. Services should have systems which ensure that patient information is presented according to best practice and reflects professional guidance and statutory requirements.
- b. Legislation and good practice guidance support the rights of patients to equal access to services, including information about the services. Information should be offered to patients in ways they can understand, making use of different media and technology. Patients should have the opportunity to access further information if required. In Wales, the presentation of information must conform to local Welsh language schemes.
- c. All patient information material should be patient-friendly, current, and have a review date. It should be updated frequently to take into account changes in: technique; staff; facilities; location; and public expectations. Involvement of lay people and patients in the preparation of materials is strongly encouraged. Processes should be in place to ensure that patient information conforms to local styles and templates and is approved before release.
- d. The processes used by the service to develop and maintain patient information should be clearly described.
- e. Patients should receive information in advance of an appointment, examination or procedure. They should be told clearly what will happen before, during and after their specific examination or procedure, including details of:
 - any necessary preparation;
 - what will happen during the examination or procedure;
 - possible side-effects or risks;
 - aftercare;
 - return to normal activity; and
 - when and how results will be communicated.
- f. For procedures involving the use of ionising radiation and wherever practicable, patients and others who may also receive a radiation dose from that procedure, such as comforters and carers, should be given adequate information relating to the risks associated with the radiation dose prior to the exposure taking place.
- g. For procedures involving the use of radioactive substances, written instructions and information must be provided to the patient or carer before leaving the department. This information must include:

- the risks associated with ionising radiation as well as potential benefits expected from the exposure, and
 - how any radiation dose to persons in contact with the patient may be restricted as far as reasonably possible.
- h. In addition to medical or clinical advice, patients should receive practical information about:
- the location and how to access the service, including site maps;
 - how long the appointment is likely to be;
 - the expected length of time on arrival in the department;
 - whether they will need someone to accompany them; and
 - who to contact if they want further information.
- i. Patients undergoing interventional procedures should receive detailed and specific information regarding aftercare, possible complications and how to deal with them (see also standard statement CL4).
- j. Patients should be told: who will be present during an examination or procedure (including staff in training); who will perform the examination or procedure e.g. radiologist or radiographer; and who is clinically responsible.
- k. Following the examination or procedure, patients should be told clearly how, when and from whom they will receive results or reports. The patient should be informed also of the steps they might take if they do not receive the results.

References

The Society and College of Radiographers *Patient Public and Practitioner Partnerships within Imaging and Radiotherapy: Guiding Principles* London: The Society and College of Radiographers, 2018.

<https://www.sor.org/learning/document-library/patient-public-and-practitioner-partnerships-within-imaging-and-radiotherapy-guiding-principles>

The Society and College of Radiographers. *Obtaining Consent* London: The Society and College of Radiographers, 2018.

https://www.sor.org/sites/default/files/document-versions/obtaining_consent_170118.pdf

The Society and College of Radiographers. *Caring for People with Dementia: a clinical practice guideline for the radiography workforce (imaging and radiotherapy)* London: The Society and College of Radiographers, 2015.

<http://www.sor.org/learning/document-library/caring-people-dementia-clinical-practice-guideline-radiography-workforce-imaging-and-radiotherapy>

The Royal College of Radiologists *Standards for patient consent particular to radiology*, Second edition London: The Royal College of Radiologists 2012

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The Society and College of Radiographers. *Information for patients*. <http://www.sor.org/about-radiography/patient-information>

Health and Care Professions Council. *Welsh Language Scheme prepared under the Welsh Language Act 1993*. London: HCPC, 2013.

<http://www.hpc-uk.org/assets/documents/10003EEDWelshLanguageScheme2013.pdf>

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720282/guidance-to-the-ionising-radiation-medical-exposure-regulations-2017.pdf

Patient Information Forum. *Guide to Producing Health Information for Children and Young People*, 2014.

<http://www.pifonline.org.uk/new-guide-to-producing-health-information-for-children-young-people-published-by-pif/>

NHS Wales and Welsh Language Board. *Welsh Language Scheme prepared in accordance with the Welsh Language Act 1993*. Carmarthen: Hywel Dda Health Board, 2010.

<http://www.wales.nhs.uk/sitesplus/862/opendoc/155871&5DE22465-A517-8531-1D62F304CE2A956D>

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Legislation

The Ionising Radiation (Medical Exposure) Regulations 2017 SI2017 No1322

http://www.legislation.gov.uk/ukxi/2017/1322/pdfs/ukxi_20171322_en.pdf

The Ionising Radiation (Medical Exposure) Regulations (Northern Ireland) 2018 SI 2018 No17

http://www.legislation.gov.uk/nisr/2018/17/pdfs/nisr_20180017_en.pdf

The Welsh Language Act 1993. London: The Stationary Office, 1993.

http://www.opsi.gov.uk/ACTS/acts1993/ukpga_19930038_en_1

Website

NHS England. Patient information leaflet guidelines,

<https://www.england.nhs.uk/nhsidentity/examples/nhs-patient-information-leaflets/>

NHS England. *Accessible Information. Making health and social care information accessible.*
<http://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/>

NHS Scotland *NHS inform – for everyday questions about health*
<https://www.scot.nhs.uk/nhs-inform-everyday-questions-health/>

NHS Wales Health in Wales *Information for Patients and Carers*
<http://www.wales.nhs.uk/researchandresources/publications/informationforpatientsandcarers>

NHS Northern Ireland Health and Social Care Board *Patient Information Leaflets*
<http://www.hscboard.hscni.net/publications/patient-information-leaflets/>

The Colleges will aim to update the reference list regularly to ensure that the information provided is as current as possible. Please note these links refer to external organisations and, as such, the Colleges are not responsible for the content or maintenance of these external sites.