

Digital Flag

An information guide

A member of staff or a carer can support you to watch this short video. They will answer any questions that you have.

We want to make getting support from our services as easy as possible. We have set up a system which would let us know if you have autism, a learning Disability or both. We are calling this a 'flag'.

This is kept in our electronic patient record system and shows up when a member of staff looks at your records.

This information will help us look after you when we see you.

All staff can see this information. This means you should only need to tell us once.

What is the flag?

The Flag will be part of your clinical record.

The flag uses information from different places across the NHS system.

The flag will let staff know that you may have Autism, a Learning Disability or both.

Staff will talk to you about what would help you

Some examples may be:

- You have light sensitive epilepsy.
- You find listening hard but words or pictures help you listen and remember.
- You need a quiet space.
- You have a hearing impairment or use British Sign Language.

What do we need to know?

Things that you like, for example:

- What you like to be called.
- That you need a changing place for personal care.

Things that you do not like, for example:

- Being touched without your permission.
- Crowded and loud spaces.
- Not knowing what is happening.
- Being kept waiting a long time.

Support you may need:

Let us know if you will be bringing a carer or someone with you when coming to appointments.

Let us know your carer's contact details.

And if you need help to get to appointments.

What happens next?

The person working with you will tell you that you have a flag.

They will talk to you about things that will support you. They will write this in your clinical record.

What if your needs change?

Speak to a member of your care team or a member of staff if you think the information is wrong or needs to be changed.