

INFORMATION PROVISION POLICY

(CARE STANDARD 1)



1. **CONTEXT:** *BAPAM* provides specialist health assessment services to student, professional and semi professional performing artists. It is totally committed to ensuring that patients and prospective patients receive the most accurate and helpful information about *BAPAM* services and the way *BAPAM* works. It is also committed to this information being accessible to patients. This has two implications:
 - *Appearance/readability:* Information is provided in non-technical language, using a simple font and in as attractive a format as possible.
 - *Cost:* other than large scale material, generally supplied to institutions (e.g *BAPAM*'s exercise posters), all leaflets, factsheets etc are available free of charge in hard copy form and downloadable from the website.
2. **GENERAL INFORMATION:** *BAPAM* issues a general promotional and information leaflet targeted to performers: '*Are you suffering for your art?*' It has a range of cartoon covers showing different types of performer, thus targeting different audiences, and explains clearly and simply what services *BAPAM* provides and how it delivers them. *BAPAM* also issues leaflets containing local information for individual clinics around the country.
3. **FACTSHEETS:** *BAPAM* provides a range of factsheets containing health advice of particular importance to performing artists. These factsheets are written in non technical 'plain English' and contain simple illustrations. They are downloadable from the *BAPAM* website.

4. WEBSITE INFORMATION: *BAPAM's* core organisational material, including key documents (*Clinical Governance Policy, Complaints Policy & Procedures*, and its *Access to Medical Records Policy* are posted on its website.
5. INFORMATION HELD BY CLINICS: Leaflets, posters (including complaints procedures information) and Feedback Forms are prominently displayed at *BAPAM's* London premises. At all other clinics around the country (which take place in premises booked for the occasion where permanent displays are not feasible) *BAPAM* materials are available and offered to patients.
6. APPOINTMENTS: Patients given a clinic appointment are generally sent the following information:
 - A standard letter of invitation and explanation
 - The leaflet '*Are you suffering for your art?*'
 - An appointment card (for London clinics)
 - The relevant local leaflet (for clinics outside London)
 - A Patient Feedback Form (inc. reference to the complaints procedure)

After their appointment, they are given a Feedback Form to complete.

7. NON ENGLISH SPEAKING PATIENTS: All *BAPAM* material is in English. In addition, in compliance with Welsh language legislation, the Royal Welsh College of Music and Drama has covered the cost of translating some health promotion material into Welsh.

Because of the international nature of the performing arts, *BAPAM* has substantial experience of seeing patients whose first language is not English but who are working or studying in this country. It has found that patients for whom spoken and/or written English is a second language are able to comprehend *BAPAM* information material and the questions asked and information conveyed by clinic practitioners.

Nevertheless, where a *BAPAM* staff member has concerns that a new clinic patient may have language comprehension and/or communication difficulties, the staff member will advise that it is acceptable to be accompanied and assisted by a friend/colleague etc with better English or by a translator/interpreter. That the patient has been given such advice will be recorded by the staff member in the patient's notes. Regrettably, *BAPAM* is *not* in a position to fund translator/interpreter services.

8. **DISABLED PATIENTS** – *BAPAM*'s website states clearly that the organisation will do its best to facilitate the special communication needs of disabled patients (including those who are deaf, blind or otherwise hearing or sight impaired). The website provides information about the kind of assistance available and any cost implications that there may be.
9. **BLIND (INCLUDING SIGHT IMPAIRED) PATIENTS:** *BAPAM*'s website meets W3C (World Wide Web Consortium) Content Accessibility Guidelines 1.0. In addition, should a patient require large print hard copy documents, documents printed on paper of a specific colour, large print emails or tape versions of information, these will be provided on request. No charge will be made by *BAPAM* for such services.
10. **DEAF (INCLUDING HEARING IMPAIRED) PATIENTS:** While it is generally preferred to discuss patient needs and arrange clinic appointments over the phone, *BAPAM* will make arrangements via email if this is easier for a deaf or otherwise hearing impaired patient. Where *BAPAM* is advised that a clinic patient is deaf or otherwise hearing impaired, it will be made clear that the patient is welcome to bring a friend/colleague/family member and/or signer to assist/interpret.

Regrettably, *BAPAM* is *not* able to fund translator/interpreter services. However, it does advise on possible sources of funding support provided by charitable trusts which assist performers in financial need.
11. **REVIEW AND UPDATING:** All *BAPAM* information material and methods of information delivery are reviewed at minimum every three years to ensure they remain accurate and relevant (unless changes in legislation or other circumstances require more immediate amendment to be made).