

SFHCHS177

Advise on access to and use of services



Overview

This standard is relevant to anyone who provides information and advice on use of services within their department or discipline. This will include colleagues, patients and carers, and the provision of advice in person or by telephone.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 clarify requests for information on accessing service
- P2 verify authority for access to information about the service
- P3 respond to requests with accurate and current information
- P4 investigate options for response where needs for advice are complex
- P5 clarify specific factors which may influence the type and detail of advice provided
- P6 provide advice only within your own sphere of competence and authority
- P7 refer to colleagues for advice and information when you are unable to resolve requests for advice
- P8 give advice in a style, format and at a pace which meets the needs of individuals

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Knowledge and understanding

You need to know and understand:

- K1 the range of information needs of service users
- K2 the type and range of information documents available to assist service users
- K3 how and where to obtain information or documents to meet user needs
- K4 the range of services available and criteria for access
- K5 factors which influence access to and use of services available
- K6 issues regarding data protection and patient confidentiality, and how to adhere to related requirements

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Additional Information

Links to other NOS

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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