

Gloucestershire Safety and Quality Improvement Academy 2026

Improving Communication Needs recording compliance in TrakCare

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Background

Since the Accessible Information Standard (AIS) became mandatory for all NHS care providers in 2016, our compliance has been low. Our data from December 2024 to May 2025 shows a completion rate under 1%. Meeting AIS helps patients engage in their care, reduces health inequalities, and meets legal duties.

Aim

To increase the 'communication need' recording compliance in TrakCare, in accordance with the Accessible Information Standard (AIS)' by 50% in 6 months.

Cycle 1A

Collaborate with the Ward Clerk Team to promote awareness of the TrakCare field and assist them in manually completing it alongside the clinical team.

Cycle 1B

Adaptation to cycle 1A, to keep current practices but to include the new AIS posters that I created.

Cycle 2

Collaborate with the Outpatient department to increase awareness of the TrakCare field by having staff ask "Do you have a communication need?" during check-in and display the new AIS posters.

Cycle 3

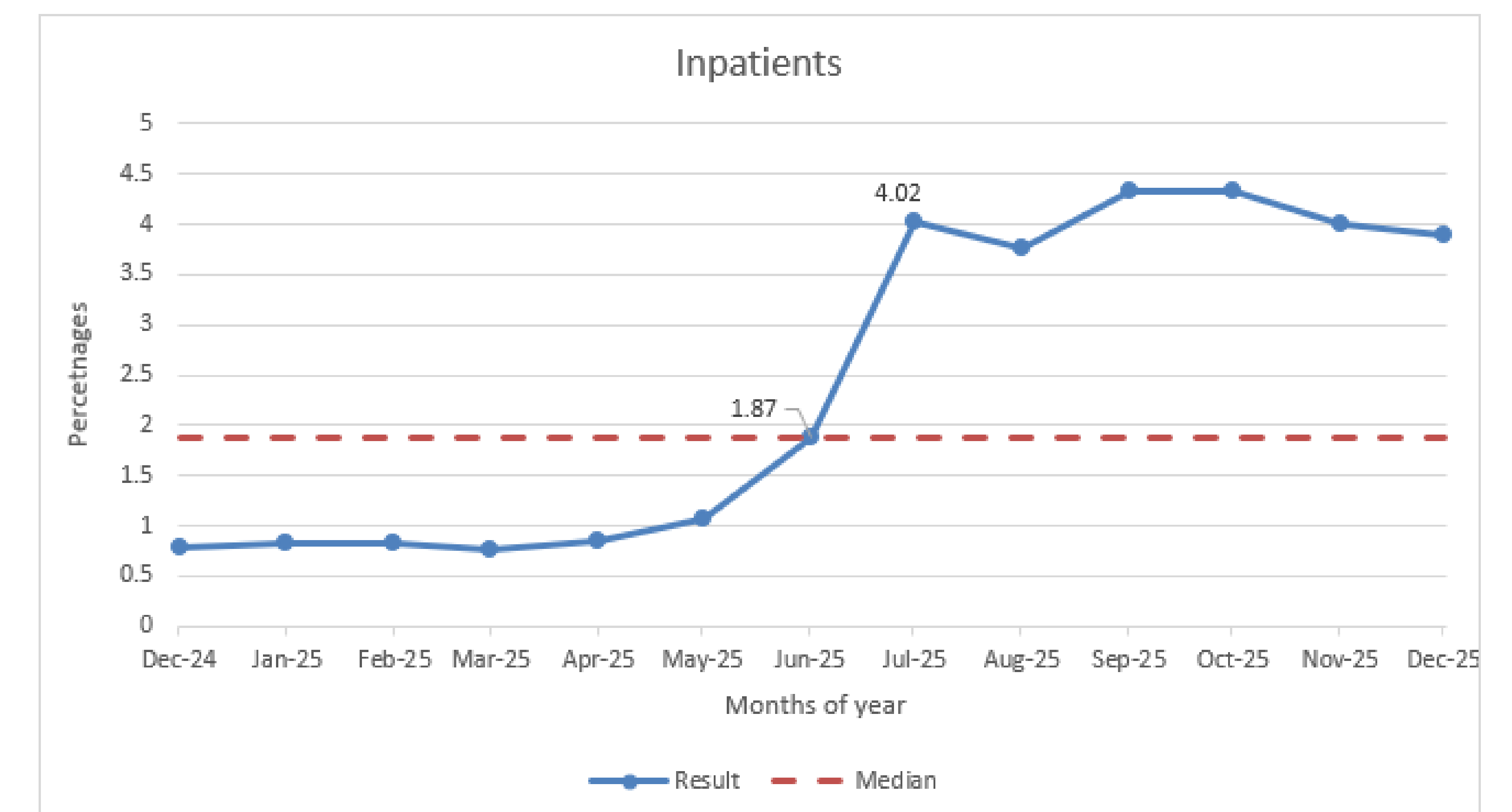
System update – A warning prompt will be added to TrakCare, prompting users to fill in the communication field. This change will apply to all TrakCare users.

Next Steps

- To implement an AIS steering group to enhance the interface structure.
- I want to widen the departments currently complying
- I want to listen to the experiences of patients with communication needs to understand whether our improvements are making a difference and to address their concerns.

Run chart using observation date

Date	Result	Median
Dec-24	0.79	1.87
Jan-25	0.82	1.87
Feb-25	0.82	1.87
Mar-25	0.76	1.87
Apr-25	0.84	1.87
May-25	1.07	1.87
Jun-25	1.87	1.87
Jul-25	4.02	1.87
Aug-25	3.76	1.87
Sep-25	4.34	1.87
Oct-25	4.32	1.87
Nov-25	4.01	1.87
Dec-25	3.9	1.87



Run chart using observation date

Date	Result	Median
Dec-24	0.73	0.79
Jan-25	0.69	0.79
Feb-25	0.66	0.79
Mar-25	0.64	0.79
Apr-25	0.73	0.79
May-25	0.73	0.79
Jun-25	0.79	0.79
Jul-25	1.12	0.79
Aug-25	1.45	0.79
Sep-25	1.77	0.79
Oct-25	1.84	0.79
Nov-25	1.95	0.79
Dec-25	1.94	0.79

