

Digital Flag

Information Leaflet



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

Getting better support

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 Learning Disability or are Autistic. 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:

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

What do we need to know?

Things that you like, for example:

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

Things that you do not like, for example:

- Do not touch me without permission.
- Crowded and loud spaces.
- Not knowing what is happening.
- 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.
- 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 my 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.

Problems, complaints or suggestions

Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust has a complaints policy. We will give you a leaflet about how to make a complaint.

If you think that we could improve our service then please let a nurse know your idea.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL or other languages). Please contact the Patient Information Centre on 0191 246 7288.

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