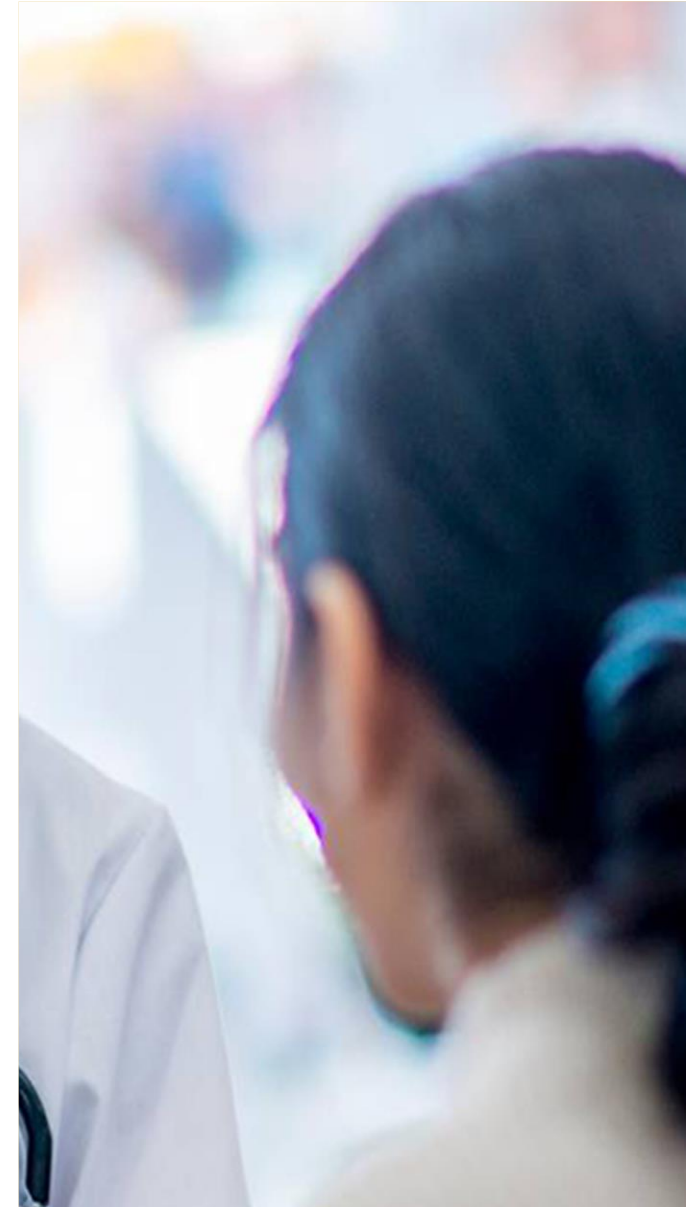


DELTA PCN REASONABLE ADJUSTMENT PROCESS IMPLEMENTATION



AGENDA

1. The Requirement for Organisations
2. The Importance of Reasonable Adjustments & the Digital Flag.
3. Examples of Reasonable Adjustments
4. The Process



The Requirement

HEALTH AND CARE PROVIDERS: WHAT ACTIONS MUST YOU TAKE?

By 30 September 2026, all health and care providers must:

- Have processes in place to identify, record, flag, share, meet, review and update people's reasonable adjustment needs on their software systems (EMIS)
- Ensure their software suppliers have registered their software on NHS England's national supplier interest list
- Ensure all staff who use disabled people's records learn about and understand reasonable adjustments so it becomes part of a standard approach to care and treatment for all disabled people. Reasonable adjustments are the responsibility of everyone in the health and social care sector and may be the difference between someone receiving essential care or not.

THE IMPORTANCE OF REASONABLE ADJUSTMENTS & THE DIGITAL FLAG



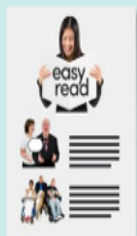
The NHS says that if people have a disability, there should be a **flag** on their health record.



A **flag** is a note on someone's health record which tells staff to look at the record for more information.



The flag tells staff the person needs **reasonable adjustments** for their care, if they have a disability.



The flag explains the different reasonable adjustments someone needs.



A **reasonable adjustment** is a change that a service can make, to help someone with a disability.



Reasonable adjustments help people get good, **person-centred** health and care.



Person-centred means making sure things are put in place to meet your individual needs if this is possible.



In the future, a reasonable adjustment digital flag will be used across all health and social care services, which are paid for by the NHS.



You may need services like a hospital, the doctors, a pharmacy or physiotherapy services.



In all these places, staff will be able to read what your reasonable adjustments are



If you do not want your reasonable adjustments shared on the digital flag or shared to other services let staff know



Remember, you may need different reasonable adjustments in different places. For more information [click here](#)

SOME EXAMPLES OF REASONABLE ADJUSTMENTS FOR PATIENTS

Some reasonable adjustments you might need:



- getting information in easy read and making sure clear, simple language is used



- someone who can sign using British Sign Language (BSL) and explain to the person what is being said



- extra time for appointments



- a carer, friend, or family member to go to the appointment with you

Some reasonable adjustments you might need:



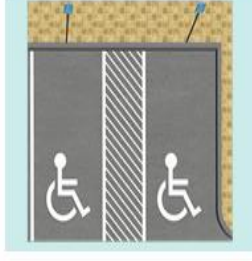
- an access ramp



- hospital transport to appointments



- space for a wheelchair



- disabled parking

Reasonable adjustments for people's sensory needs:



- a quiet place to wait or less busy appointment times



- lights dimmed



- someone to call your name when the service is ready to see you for your appointment



If you have a disability and you think you need reasonable adjustments, please talk to staff about these.

[Watch this video](#) to find out more about the Reasonable Adjustment Digital Flag.

THE PROCESS

Reasonable Adjustment (RA) process – Delta PCN

TW

