

END02 Provide information on endoscopic procedures to individuals

OVERVIEW

This standard covers the provision of information to individuals, at any time during the provision of endoscopic procedures. Individuals undergoing endoscopic procedures require different types of information at different stages of an endoscopic procedure: to help them prepare, to help them understand what is happening, and to know the results. It is important that their right to information is respected, and that they are provided with honest and accurate information. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

1. The effects of communication difficulties on the provision of services to individuals, and role of carers and others in facilitating communication
2. The services available for dealing with communication issues, and types of communication aid that are available
3. The effects of sedation on memory
4. The ethics and responsibilities of practitioners, and relevant professional bodies, codes of conduct, and guidelines
5. Evidence-based practice and its role in improving care
6. The legislation relating to the
 1. role of practitioners and clinical practice
 2. health and safety
 3. the care of individuals, include impact of the Human Rights Act
 4. freedom of information and data protection
7. Government and organisational policies relating to the provision of endoscopy
8. Legislation and legal processes relating to consent
9. The principles of informed consent, including implied consent and expressed consent
10. The process and timing for obtaining informed consent during endoscopic procedures, and what to do if consent is withdrawn during procedures
11. The relevant national and organisational policies and guidelines on consent
12. Statutory statements, living wills, advanced directives, and other expressions of an individual's wishes
13. The admission and discharge procedures for endoscopic procedures
14. The endoscopic procedures, equipment, and sedation that are used

- 15.The guidelines, precautions, and information offered to individuals undergoing endoscopic procedures
- 16.The stages of care and the roles of practitioners during endoscopic procedures
- 17.The needs of individuals and carers, including issues relating to dignity, confidentiality, and privacy
- 18.The role, responsibilities, needs, and relationships between individuals and carers
- 19.The services and assistance that the individual and their carers should be entitled to
- 20.The type of information that is most useful to individuals and their carers, their rights to obtain it, and how they can access it
- 21.How individuals and carers respond to endoscopic procedures
- 22.National and local policies and guidelines relating to the management and effective use of endoscopy resources
- 23.Organisational management structures, roles, and responsibilities
- 24.Procedures, protocols, and pathways for liaising with individuals, carers, practitioners, departments, and agencies
- 25.Record keeping systems and policies
- 26.How to provide feedback on services
- 27.The information that individuals might require about specific endoscopic procedures, and the support that individuals will require during its provision
- 28.When and how to present different types of information, including statistical, factual, diagrammatical, and anecdotal information
- 29.The procedures and methods relating to the coordination of inter-disciplinary and multi-disciplinary teams within and across services
- 30.The role of different types of practitioners and agencies in providing an endoscopy service
- 31.The services provided by relevant national, local, and voluntary social and health care agencies
- 32.Sources of authoritative information on endoscopic procedures, including evidence based information
- 33.The centres of research and development on endoscopy, and the current issues and research debates
- 34.Information and educational resources for practitioners, individuals, and carers, and methods for accessing them
- 35.Journals, magazines, web-sites, and patient guidance notes and leaflets for specific endoscopic procedures
- 36.Voluntary organisations, charities, and interest groups relating to different conditions

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.respect the individual's rights and wishes relating to their consent, privacy, beliefs, and dignity
- 2.establish the extent to which the individual requires any carers to be involved during the provision of information
- 3.discuss the amount and type of information which the individual requires, or has already accessed, to make informed decisions relating to the endoscopic procedure
- 4.provide information that is relevant to the individual's requirements, and ensure it is

- as accurate as possible within the context of what is known about their condition
5. use a range of information giving methods to present information to the individual
 6. answer honestly any questions raised by the individual, and refer any questions that cannot be immediately answered to the appropriate person
 7. identify other sources of information and information resources that the individual can accessed to clarify their situation
 8. provide sufficient opportunity for the individual to reflect on the information
 9. keep accurate, legible, and complete records, and comply with all the relevant legal, professional, and organisational requirements and guidelines

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: Core 1 Communication