

Frequently Asked Questions – New Purple Folder Launch May 2023

<p>Who initially fills the information in?</p>	<p>It should be filled in with the person and people who know them best. This could be family or paid carers or a trusted friend or neighbour. The person whose folder it is, should be involved as much as possible so they have an active role in understanding what the folder is about and how it will help with their health.</p>
<p>As senior support workers, can we update the purple folder independently or do we need outsource professionals to put down the information?</p>	<p>The folder can and should be updated by the people who know the person best, with the exception of the health appointment record, which ideally should be completed by the health professional seeing them. Also, the add in page relating to current other health interventions, should ideally be completed by that health professional but can be done by you and get them to check it is accurate.</p>
<p>How can we access these new folders?</p>	<p>The folders will be available from early May 2023. Some dates will be circulated for arranging collection from either Farnham House in Stevenage or Apsley One in Hemel Hempstead. In addition, people can contact the Purple Folder email address but please be patient and only contact if you cannot make any of the collection dates as we have thousands to distribute and cannot respond to 1000s of emails at any speed. PurpleFolder@hertfordshire.gov.uk</p>
<p>Is it beneficial to have a hospital passport as well or will the purple folder serve that purpose?</p>	<p>The Purple Folder is the recognised hospital passport for Hertfordshire and the rewrite has been done at the request of Hertfordshire’s safeguarding board and in conjunction with all health care providers [acute and primary]</p>
<p>How do we ensure we get a proper annual health check</p>	<p>The new Purple Folder will help ensure the person receives the reasonable adjustments they need within the Annual Health Check and will empower the people who support them to ensure they are listened to. The content of an annual health check should cover all elements in the Annual Health Check Prep form – so it is a good idea to complete this so you can steer the appointment to focus on the areas of need. Health is also a 365 day activity though, so it is important to use the Stay Healthy at Home Checklist. This should be given as part of the Health Check Action Plan but there is no need to wait for an annual health check for it. All info on annual health checks is on the website here. Help from your GP surgery Learning disabilities Hertfordshire County Council Good Annual Health Checks is teamwork between the person, the Experts in the Person [family and carers] and Experts in Health. But if, despite asking for areas to be looked at, you don’t get adequate responses or support, then please do let us know at PurpleStarStrategy@hertfordshire.gov.uk and we can offer the surgery help to improve. Equally, if a surgery is excellent, please do let us know – we love to be the bearer of praise to them too!</p>

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<p>When will these go live and will they be sent out automatically</p>	<p>As above – in May and we will have dates to try and ensure as many as possible are collected from the main offices across the county</p>
<p>Could you elaborate more of how this information is electronically stored and how support staff would access this please ?</p>	<p>The documents will all be available via our website My Purple Folder Hertfordshire County Council from Early May 2023 You can open these and complete them electronically and then print them and add them to the new folders. It will be down to your organisation on whether, and how, you then electronically store the document so you can adapt rather than rewrite when it needs updating. If the organisation does not have the ability to electronically file within GDPR regulations, then it would need deleting after printing and would have to be completed at every update [in the same as the handwritten old version was]</p>
<p>Is there a list in the guide on what pages are mandatory in the purple folder, so we ensure we have printed all the right ones off?</p>	<p>Yes – the guide makes it clear what pages need completing and then what pages to print and have in the folder, blank, ready for hand-written use and what pages should be completed if they are relevant to the person.</p>
<p>Do you send information to Health Professionals making them aware of The Purple Folder</p>	<p>Yes – it is in all our training sessions AND in early May 23, we will send out regular Comms to remind them too.</p>
<p>Is there a link in the folder to the pre annual health appointment questionnaire that is available in accessible format to complete prior to annual health appointments?</p>	<p>Yes – all links are there – and all forms are available on our website Help from your GP surgery Learning disabilities Hertfordshire County Council</p>
<p>Essex do not recognise them at all, and we will normally visit PAH. Is this an acceptable time for us to fill the notes in?</p>	<p>It is a challenge living on a county border and accessing services both sides. Sadly, we cannot enforce use BUT if you complete the information well, the fact that it references their legal requirements under Accessible Information Standard and Equality Act does mean you can use it to say <i>"I appreciate you don't want to write in the folder, but this is the information you need to make the reasonable adjustments you legally have to, to reduce the risk of avoidable deaths and delays in diagnosis and treatment, so can I just show you..."</i></p>
<p>Does the Baseline Obs page have a date section? Just asking because sometimes one's baseline e.g., blood pressure; may change as we grow older. This may also help the health professional know how long ago those values were recorded.</p>	<p>Yes – there are date boxes, and it allows for around 8 recordings – so we would suggest the folder contains readings 6-monthly or annually so there is a baseline build up. When you first get the folder, if you have a historical reading, you can put this in to build that baseline picture from the start.</p>
<p>How soon can we collect copies from Stevenage or Apsley?</p>	<p>There will be dates in May 23 sent out in the next few weeks</p>

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<p>My service users already have had their annual health checks done for this year; do I transfer that information in the new folder.</p>	<p>Yes – please do retrospectively record the dates so the folder is live with baseline and recent information from the start of use</p>
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