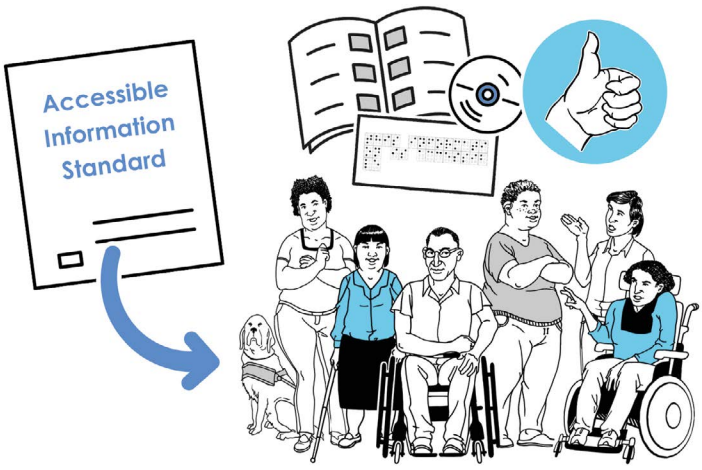
NHS England

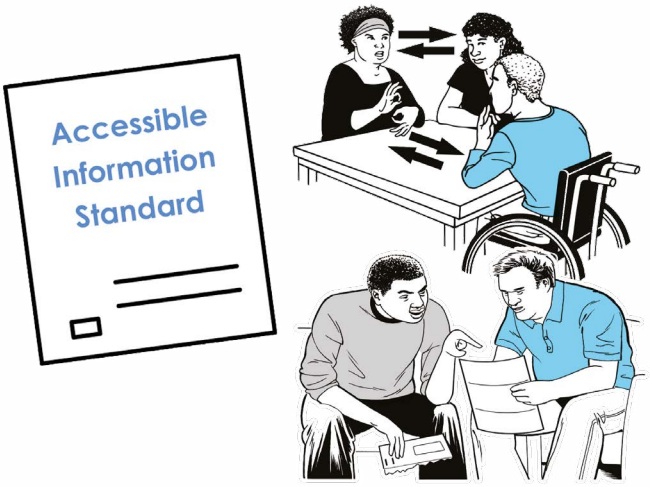
Accessible Information Standard - Overview 2017/2018



1. Introduction



The Accessible Information Standard says that people who have a disability or sensory loss should get information in a way they can access and understand.



It also says that they should get support with communication if they need it.



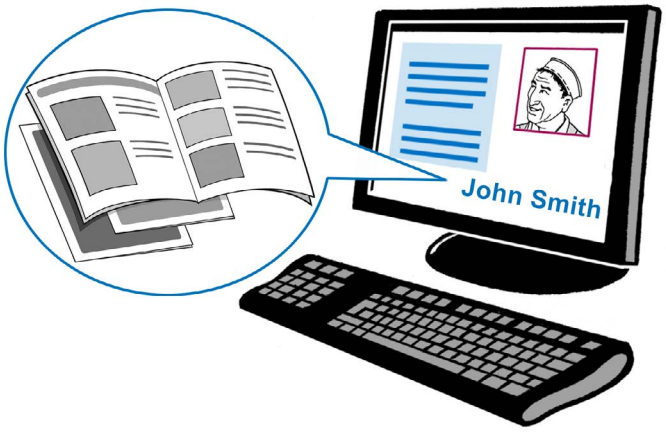
The Accessible Information Standard tells organisations how they must do this.



The law says that all organisations that give NHS care or adult social care have to do what the Standard says. This is part of the Health and Social Care Act 2012.







2. About the Standard

The Accessible Information Standard says that any organisation that gives NHS care or adult social care has to:

1. Ask people if they have any communication needs or need to be given information in a certain way.

2. Make sure everyone's needs are recorded in the same way and that they are easy to understand.

3. Make it easy to see when a person has information or communication needs and how those needs can be met. This is so anyone who looks at their file can find this out.



4 Share the information with other providers of NHS care and adult social care. This should only happen if they are allowed to see it.

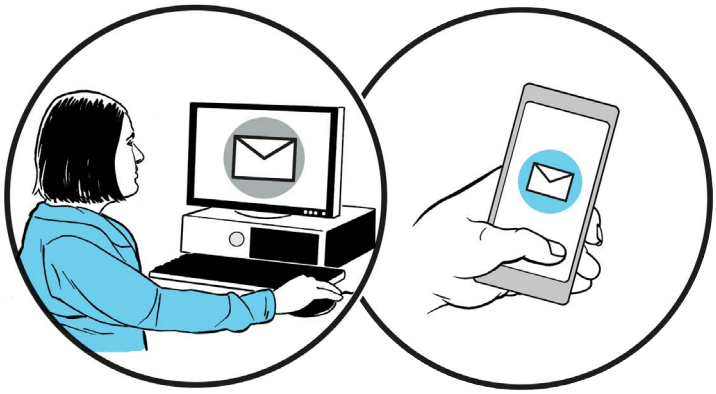


5 Make sure that people get information in a way they can access and understand. They should also get support with communication if they need it.

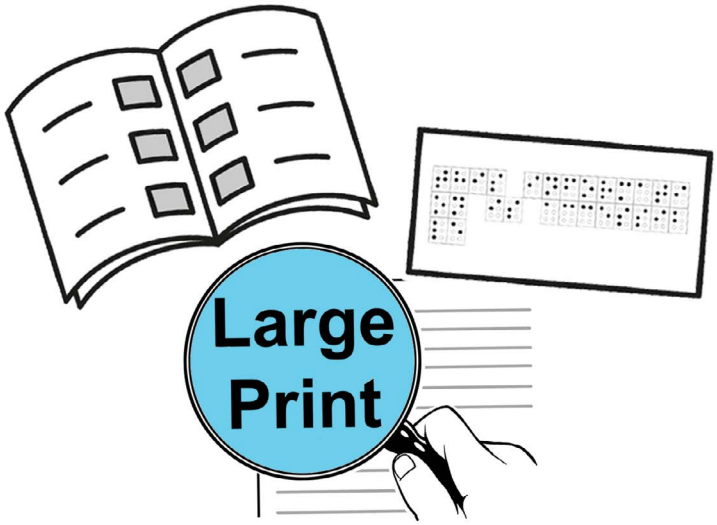
3. What else does the Accessible Information Standard say?



The Accessible Information Standard also says that patients, service users, carers and parents with a disability or sensory loss should:



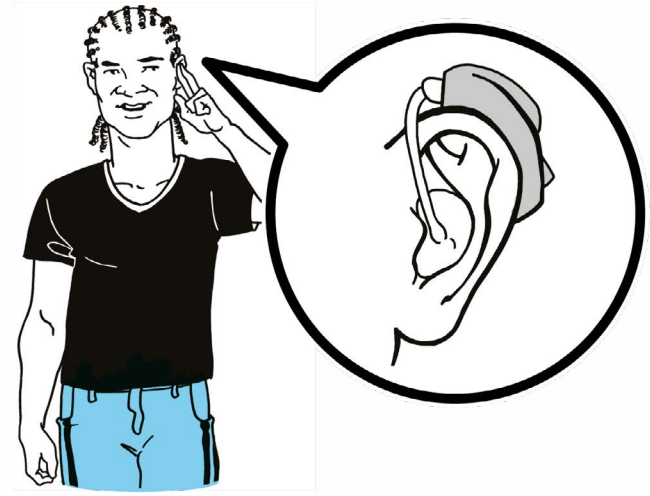
- Be able to contact organisations and be contacted by organisations in accessible ways. Examples of this are by e-mail or text message.



- Get information in a way that they can read and understand, examples of this are braille, easy read and large print.



- Get communication support from a professional if they need it. An example of this is a British Sign Language interpreter.



- Get communication support from health and care staff if they need it. An example of this would be if a person needed to lip-read or use a hearing aid.











4. Contact details

If you have a query about the Accessible Information Standard, please email:
england.nhs.participation@nhs.net
or write to:
Accessible Information Standard, NHS England, 7E56, Quarry House, Quarry Hill, Leeds, LS2 7UE

Patients, carers and members of the public can also contact the NHS England Customer Contact Centre by telephone on:
0300 311 22 33.

For updates about the Accessible Information Standard please visit the NHS England website:
www.england.nhs.uk/accessibleinfo

If you would like to receive news and updates from NHS England in easy read, sign up to receive our Learning Disability Newsletter by emailing:
LearningDisabilityAutismEngage@nhs.net