

Accessible Information Standard policy

The Accessible Information Standard is a new policy for implementation by all organisations that provide NHS or adult social care. The Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, braille or via email, and professional communication support if they need it, for example from a British Sign Language interpreter. The Standard requires organisations that provide NHS or adult social care to:

1. Ask people if they have any information or communication needs and find out how to meet those needs. **(Identify)**
2. Record those needs clearly and in a set way. **(Record)**
3. Highlight or flag the patient's medical record so it is clear that they have information or communication needs and how to meet those needs. **(Flag)**
4. Share patients' information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so. **(Share)**
5. Take steps to ensure that patients receive information that they can access and understand, and receive communication support if they need it. **(Meet)**

The standard applies to patients who have a sensory impairment, people with learning disabilities and parents of children who have sensory impairments.

Full compliance is a legal duty and required by 31 July 2016.

Implementation of the Standard aims to lead to improved outcomes and experiences and the provision of safer and more personalised care and services to those individuals who come within the scope of the Standard.

We will record any needs so that anyone seeing that patient is aware that they may need assistance with communication. We will make sure our forms are available in larger print if requested.

IF YOU DO HAVE ANY SPECIAL COMMUNICATION NEEDS PLEASE LET US KNOW.