

DOWNEND HEALTH GROUP

PATIENT ACCESSIBLE INFORMATION STANDARD

NHS England introduced the Accessible Information Standard. The purpose of this standard is to ensure that people with a learning disability, impairment or sensory loss have access to information that they can understand and get communication support that they might need. This also applies to parents and carers.

For example, they might need their information in another format such as Braille, easy read or via email.

Also, they may need help with communication through the use of a British Sign Language interpreter or an advocate.

To support patients the practice will:

- Ask people if they have any information or communication needs and their preferred method of communication
- Add an alert to the patient's records of these needs. Highlight in the patient's records what the needs are and how they should be met
- This alert will be shared with other care providers
- Ensure that the patient receives information in a way that suits their needs and any extra communication support

More information on the standard can be found using this link –

<https://www.england.nhs.uk/ourwork/accessibleinfo/>

A video, containing sub-titles and sign language on the Accessible Standard can be viewed using this link –



https://youtu.be/_1k8CM2Q93k

If you need us to send you information in a different format to our standard letter, for example by email or in large print please let us know.

If you would like help to communicate with us, for example because you use British Sign Language, then please let us know.

If your needs change in the future please let us know so that we can update your records.

