



Accessible Information Standard



Please inform us if you need any communication support.

Your accessibility requirements will be stored with your other details so that we can make sure we get things right for you.

The accessible information standards aim to make sure that people who have a disability, impairment or sensory loss are given information that they can easily read or understand.



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Q. What is the Accessible Information Standard?

A. The Accessible Information Standard is a mandatory standard that all NHS and publicly funded adult social care services must follow to support people with a communication or information need.

Who is it for?

People with a disability, impairment or sensory loss

The essentials

There are 6 important steps

The aim

People will have information they can understand and the communication support they need

1. **Identify** – Ask if people have any information or communication needs and find out how to meet those needs
2. **Record** – Record those needs in a set way that is highly visible, using specific definitions
3. **Flag** – Use alerts or flags to make it clear on the person's record what their needs are, and prompt action to meet those needs
4. **Share** – Share information about the person's needs with other NHS and adult social care providers
5. **Meet** – Make sure people get their information in an accessible way and have the communication support they need
6. **Reviewing needs** – consistent and regular reviews of people's information and communication needs in patient or service user records and on clinical management