

Easy  
Read

**NHS**  
England

# Making health and social care information accessible

Update Summer 2016

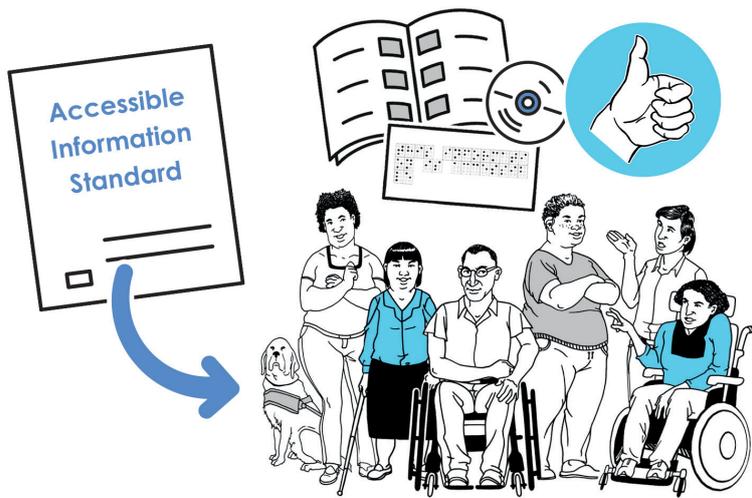


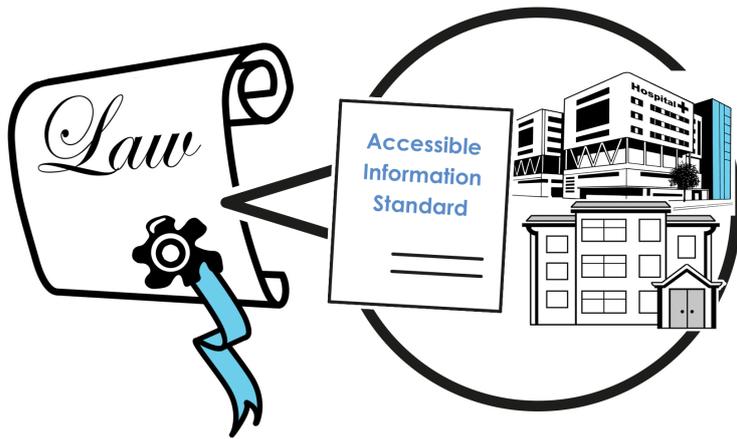
## Summary

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 to 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 **section 250 of the Health and Social Care Act 2012**.

## What does the Accessible Information Standard say?



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.

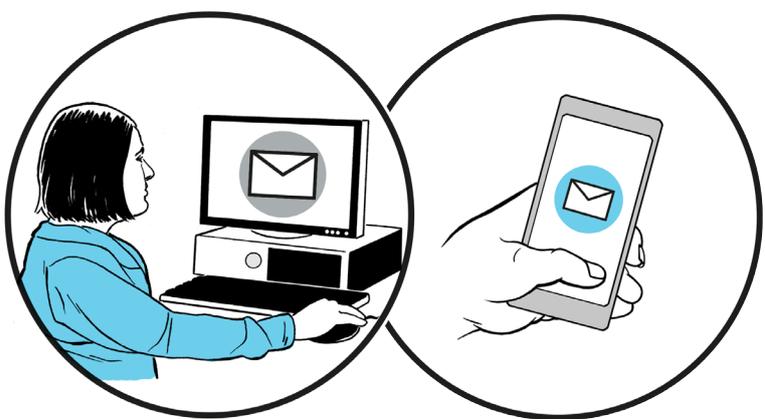
4 Share the information with other providers of NHS care and adult social care. This should only happen if they are allowed to see it.

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.

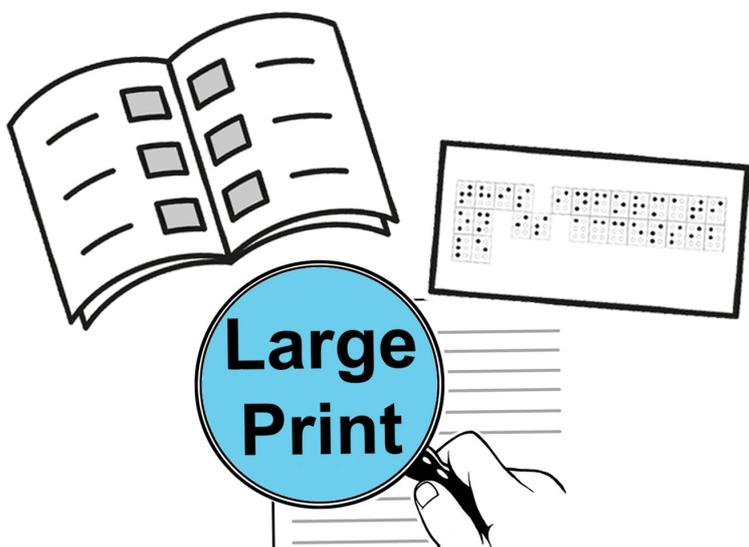
## What else does the Accessible Information Standard say?



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



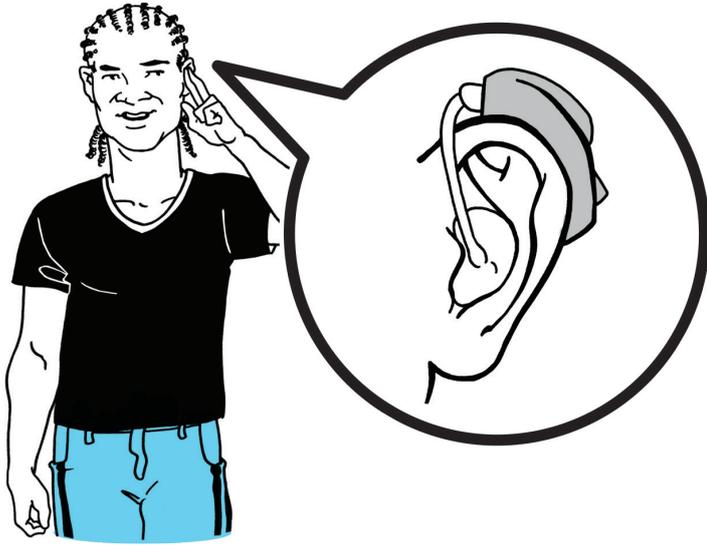
- Be able to contact organisations and be contacted by organisations in accessible ways. Examples of this are by e-mail, text message or Text Relay.



- 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.

## More Information



For more information about the **Accessible Information Standard**, go to:  
[www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

**ACTION ON  
HEARING  
LOSS**



  
**sense**  
for deafblind people

**RNIB**

There has also been more information written about the **Accessible Information Standard** by **Action on Hearing Loss**, **CHANGE**, **Sense** and the **Royal National Institute of Blind people (RNIB)**.



## Contact us

You can also contact NHS England for more information about the **Accessible Information Standard** by:

E-mail:  
[england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net)

Phone:  
**0113 825 3002**

You can also send a letter to:

**Accessible Information Standard**  
**NHS England**  
**7E56, Quarry House**  
**Quarry Hill**  
**Leeds, LS2 7UE.**

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This easy read document has  
been produced by CHANGE.  
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