



The Accessible Information Standard - what it is and what you need to do



If you are **publicly funded** and an **NHS** or **adult health or social care organisation** you are legally required to follow the Accessible Information Standard, which has been in force in the UK since the 1st August 2016.

The Accessible Information Standard aims to ensure equal information rights for people who have a disability, impairment or sensory loss. People need to be able to access and understand the information they are given and to also receive any communication support that they need.

To meet the Standard, you need to ensure that for you:

- ✓ **identify** any communication support needs - ask people if they have any needs and how you can help meet their needs.
- ✓ keep a clear **record** of any communication needs that you identify.
- ✓ **flag up** any communications needs on your patient files.
- ✓ **share** the information you have gathered within your organisation, and with other organisations that need to meet the Standard.
- ✓ **meet** the communication needs stated. For example, provide print information in alternative accessible formats – such as **Braille**, **Large Print**, **Audio**, **Easy Read** or via **email**. British Sign Language (BSL) interpreters, deafblind manual interpreters or other communication professional may also be required.



These services need to be offered to all **patients**, but also to **other service users**, **carers** and **parents** with a disability, impairment or sensory loss.

The Standard covers:

Electronic contact between the person and organisation e.g. emails and text messages;

Written correspondence e.g. letters or leaflets provided;

Communication in person at appointments;

Both 'personal' communications e.g. appointment letters, and 'generic' information e.g. leaflets;

Other ongoing support



The Standard has received broadly positive support for its aims. However, initial evidence suggests that many people are still not being offered their preferred communicative format.

Make sure you are meeting your **legal obligations** and that patients, service users, carers and parents can access your information.

There is more information about the Accessible Information Standard on the NHS England website at www.england.nhs.uk/accessibleinfo.

Remember, A2i can help:

A2i
are experts in translating into Braille, Large Print, Audio, E-text and Easy Read formats. We also produce tactile and large Print maps;
are experienced in handling sensitive and confidential data;
offer fast turnaround times;
can send orders straight to your customers; and
already work for a range of NHS and health care providers.

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