



Our compliance with the NHS Accessible Information Standard

This document sets out our compliance with the NHS Accessible Information Standard (AIS). The standard is in place to support the communication needs of people using publicly funded adult health and care services.

It requires our adult care services and those of our partners to

“... take a considerate and consistent approach to how we **identify, record, flag, share and meet** the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.” (SCCI1605: Accessible Information Specification, NHS England, Patients and Information, 03/07/15)

The AIS was introduced by the NHS in July 2016.

Five steps to meeting your communications needs

We will take a consistent approach to your communication support needs:

1. **Identify.** We will listen to you and find out what communications support needs you have and how to meet them.
2. **Record.** We will record details of your preferred communications formats, such as Braille, large print, audio, easy read, using a translator, interpreter or advocate.
3. **Flag.** We will highlight your file or notes so that when you contact us, or our partners, staff will know about your needs.
4. **Share.** With your agreement we will share the details you give us with our partner organisations. We will work to ensure that we all provide you with the same, consistent standard of information
5. **Meet.** We will do all we can to support your communications needs every time you contact us.

How we support you

- [Our equalities policy](#) sets out our plan for treating everyone equally. (Opens Easy Read Equalities Policy)

- [Our website](#) offers help to access information online and on the screen.
- [Our Care Direct team](#) are your first point of contact and will record your communication support requirements. (Opens the Care Direct referral form).

If you feel we have not met your needs:

[Please tell us](#) – we will do all we can to help you and to get it right next time. (Opens Easy Read guide to making a complaint)

Alternative formats. You can request this document in large print, by email, in Braille, on audiotape/CD, as a BSL DVD, in Easy Read with pictures, and in community languages. You can also get a summary with pictures. Please contact Care Direct.

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