

The Accessible Information Standard

What you can expect from health and care services



easy
read

Contents

Page

Introduction

3

Accessible Information Standard

4

What health and care services have to do

6

What you should expect from health and care services

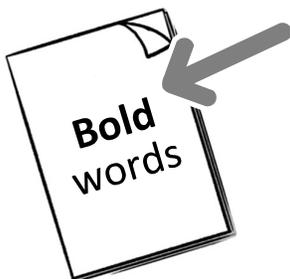
7

If health and care services do not meet your needs

8

For more information

10



In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are pink and underlined. These are links which will go to another website which has more information.

Introduction



We are Healthwatch. We work to make sure health and care services are the best they can be for the people who use them.

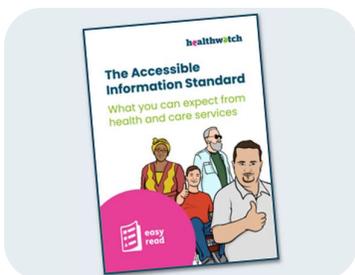


We want to make sure that you are aware of the **Accessible Information Standard**.



The **Accessible Information Standard** is a law that says all health and care services have to:

- communicate in different ways for people with different needs.
- provide information that is clear and easy for people to understand.



This information will tell you more about the Accessible Information Standard and what you can expect from health and care services.

Accessible Information Standard

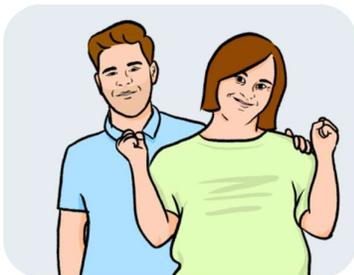


The Accessible Information Standard aims to make health and care services accessible to everyone.



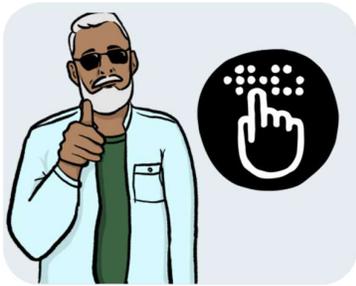
This includes health and care services providing support with communication, for example:

- a British Sign Language interpreter to support someone with a hearing loss at their doctor's appointment.



- an advocate to help someone speak up, or to speak up for them.

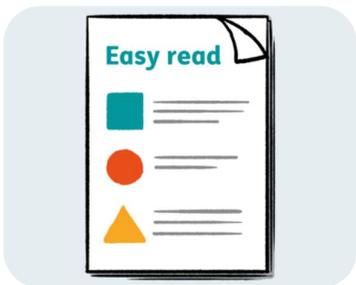
Health and care services should also provide information for people in way that they can understand, for example:



- Braille – for people with a visual impairment.



- Large Print



- Easy Read.

What health and care services have to do



Everyone should be able to access health and care services in a way that is right for them.



Health and care services should:

- ask if you have any communication needs and how they can support you.
- make a record of your needs and share it with other health and care workers so they can support you in the best way.
- give you information in a way that you can understand.



What you should expect from health and care services



All health and care service should:

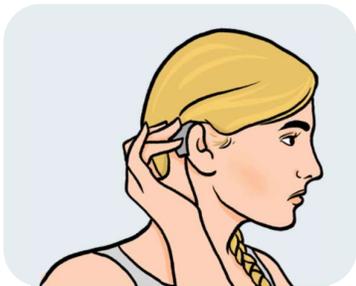
- make it easy for you to get in touch with them, like using email or text message.



- provide information in a way that you can understand, like Easy Read.



- provide communication support if you need it, like a British Sign Language interpreter.



- support you with communication in other ways, like if you lip-read or use a hearing aid.

If health and care services do not meet your needs



We know that not all health and care services are following the Accessible Information Standard.



If a health or care service is not meeting your needs, you can:

- remind a member of staff that the law says they should provide information in a way you can understand.



- speak to the nearest **Patient Advice and Liaison Service (PALS)** and ask them to help you.



PALS are a team that offer advice and support to patients and their families.



- make a formal complaint. This means making a complaint in writing. You can ask for support from an advocate to help you with this.



- tell your local Healthwatch about what has happened. They can speak to the people who run the service so they can make improvements.



- get involved in your local Patient Participation Group or patient reference group – these are groups of volunteers who speak up for other patients.

For more information



To find out more you can visit our website:

www.healthwatch.co.uk/advice-and-information/2022-01-18/accessible-information-standard-what-you-can-expect-services