

Accessible Information Standard

The Accessible Information Standard tells organisations how they should ensure that disabled patients receive information in formats that they can understand and they receive appropriate support to help them to communicate.

Our Health and social care system is at its core about our service users and patients, and the care we provide for them. A key part of this is to ensure that those people using health and social care services have their needs met.

The Accessible Information Standard will begin to address the current disparity in the care received by disabled people. It will ensure that information is provided to all service users and patients in a way they can understand.

Adult social care and NHS providers legally need to fully implement the accessible information standard by 31 July 2016.

By **1 September 2015** all organisations that provide NHS or publicly funded adult social care must have begun to prepare for implementation of the Accessible Information Standard. This includes:

- Assessing current systems and processes; and
- Developing and commencing roll out of a local implementation plan.

By **1 April 2016** all organisations that provide NHS or publicly funded adult social care must identify and record information and communication needs with service users:

- At the first interaction or registration with their service
- As part of on-going routine interaction with the service by existing service users.

By **31 July 2016** all organisations that provide NHS or publicly funded adult social care must have fully implemented and conform to the Accessible information Standard.

Further information: www.england.nhs.uk/ourworks/patients/accessibleinfo-2/