

Easy  
Read

# Accessible Information Standard: Review Report



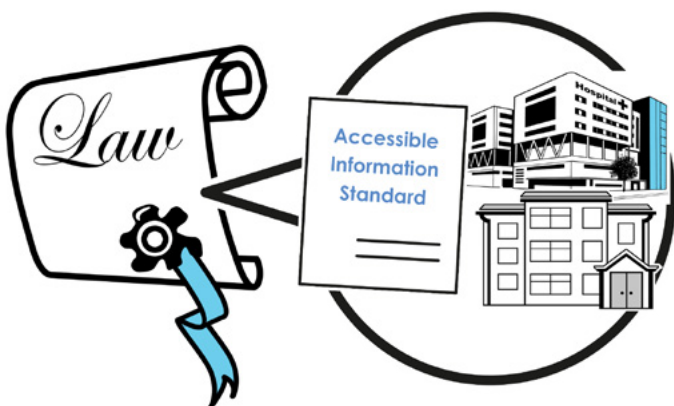
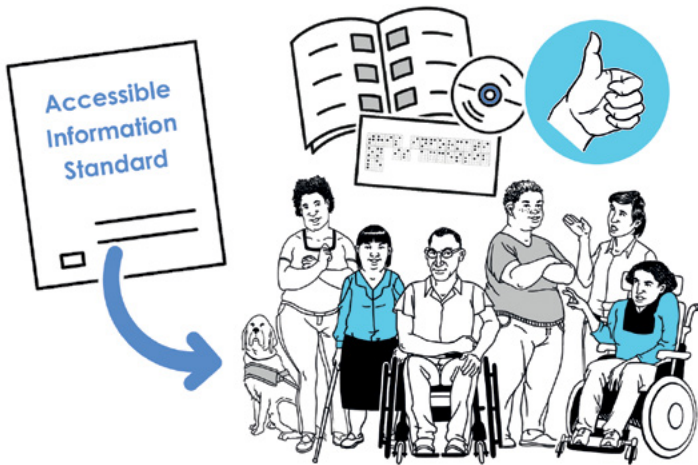
## 1. Introduction

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 they must 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 part of the Health and Social Care Act 2012.





During January-March 2017 there was a review of the Standard. The review was to look at what effect the Standard has had and to see if the Standard needed to be made better.

During the review over 1600 people completed a survey to share their views. People also gave their views at meetings and by email, letter and telephone.

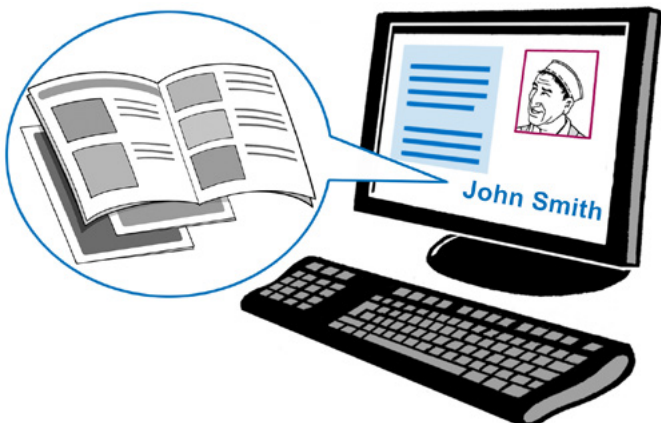
This document is the 'easy read' report of the review. It is a summary of the activity that took place and what people said.

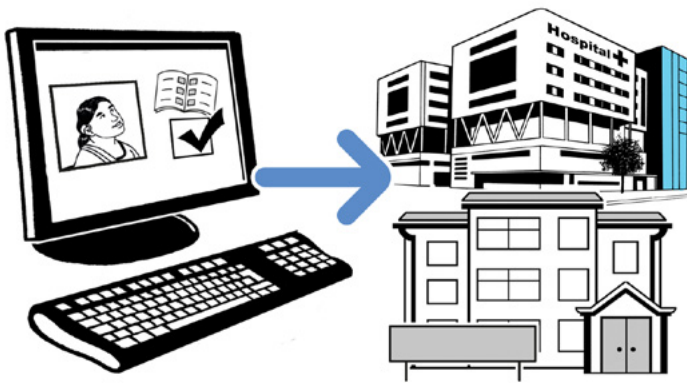
NHS England would like to thank all the organisations who supported the review and everyone who took part.

## 2. About the Standard

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.

The review looked at how well the Standard was working and if it needed to be made better.

### 3. Telling people about the review



NHS England put information about the review on the website [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo) and sent it to people who were interested.

The survey for patients, service users, carers and parents was available in different formats, including audio, braille, British Sign Language and easy read. Paper copies were also available.

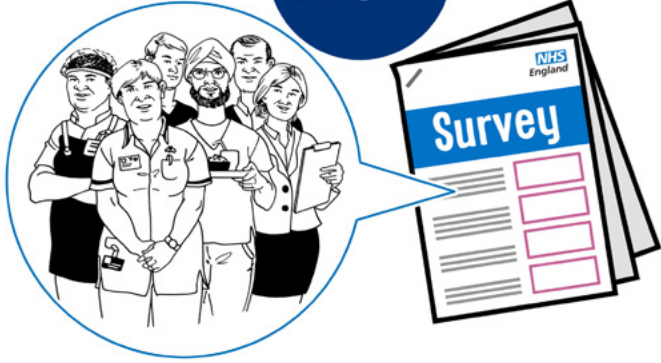
There was lots of communication to let people know about the review. This included putting information about the review in newsletters and on websites.

### 4. Summary of how the review was done



The main way for people to have their say as part of the review was by completing a survey. There were three surveys, for different groups.

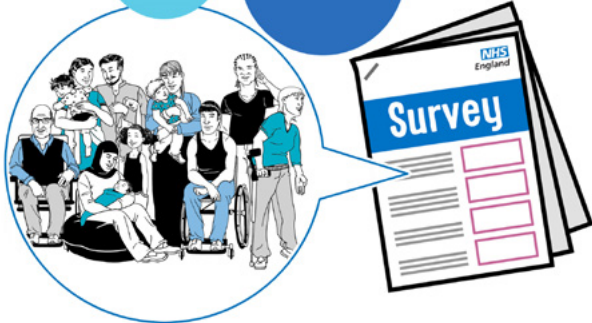
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231 people completed a survey for health and social care professionals and organisations.

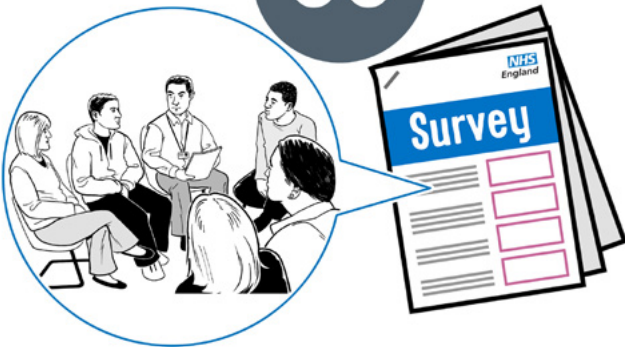
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1312



1312 people completed a survey for patients, service users, carers and parents. This included 133 people who completed an easy read survey.

66



66 people completed a survey for support, supplier and representative organisations such as charities and professional bodies.

**ACTION ON HEARING LOSS**



**RNIB**

supporting blind and partially sighted people



During the review, the Standard was also discussed at some meetings and events. Some charities held events to help people to have their say. This included Action on Hearing Loss, CHANGE, the Royal National Institute for Blind people (RNIB) and Sense.



Some organisations sent a letter or email about what they thought about the Standard. Healthwatch England also submitted a response about the findings of lots of local Healthwatch organisations.

## 5. What people told us as part of the review

The main things that people told us as part of the review were as follows:

- Most people support the Standard and what it is trying to do.
- Some organisations are worried about costs.
- Patients, service users, carers and parents say that getting accessible information and communication support is really important. It means that they can get good care, be independent and keep their health information private.





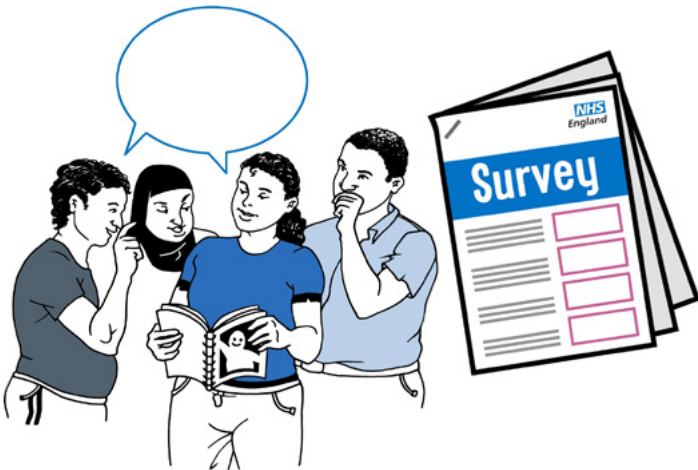


- There are differences in how well organisations are following the Standard.
- Lots of people think that the Standard has not had much of an impact. Some people think that it has had a good impact. A few people think that the impact has not been good.
- Lots of people think that the Standard could have more impact than it has done. They think that organisations should be made to follow the Standard.
- Some more guidance is needed on parts of the Standard. But the Standard itself does not need changing.



- Lots of organisations have had difficulties following the Standard. For example, with computer systems and producing alternative formats.
- There is a need for more awareness about the Standard.

## 6. Feedback given on how the review was done



Some people gave feedback on the review itself.



Some people found the 'easy read' survey hard to follow.



Some people also had ideas for making the review process better, especially for people with a learning disability and people who use British Sign Language (BSL).

We will think about this feedback when we plan engagement activities in the future.

## 7. Effect of the Standard

Part of the reason for the review was to look at what effect or impact the Standard has had.

Most professionals and organisations who took part in the review said that the impact had been neutral, with lots also saying that it had been 'good' or 'very good'.



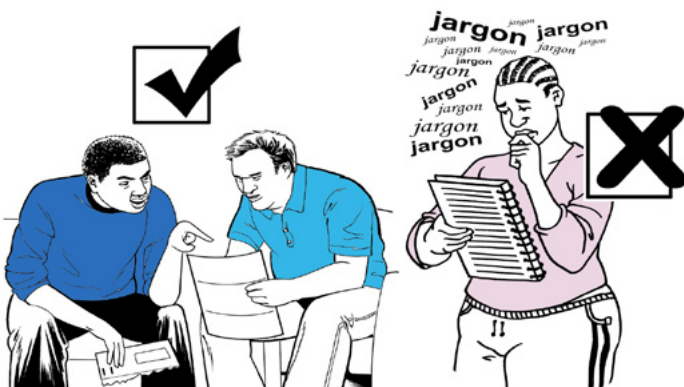
Most patients, service users, carers and parents who took part in the review said that they 'had not heard of the Standard before now'.



Lots also said that the impact had been neutral and quite a few said that it had been 'good' or 'very good'.



Some people thought that the impact had been bad.



Some patients, service users, carers and parents had noticed improvements in getting accessible information or communication support from NHS services and / or adult social care services, but some had not.



People said that getting accessible information and communication support would make a big difference to them. It would help them to be more confident, reduce anxiety and get involved in decisions.

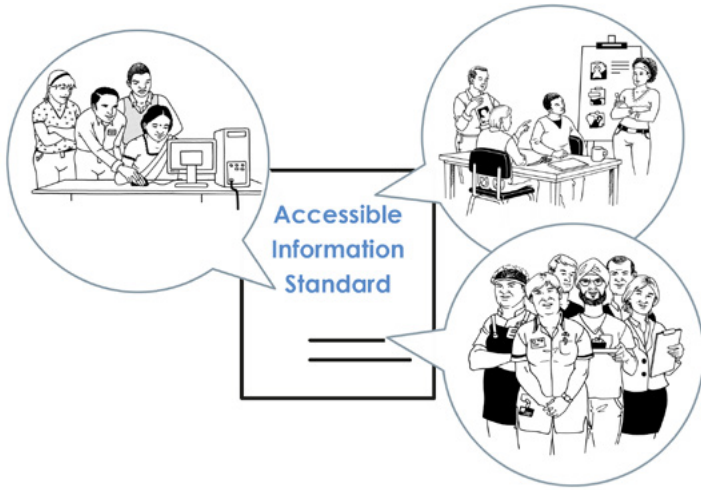
## 8. Effect of the review

NHS England is going to publish new versions of the official documents which tell organisations about following the Accessible Information Standard.

The feedback as part of the review will guide what goes into these documents.

NHS England will also try to promote good practice where organisations are following the Standard well.





One of the things that lots of people said as part of the review was that more organisations should be following the Standard.

In the future, the Care Quality Commission (CQC) will look at how providers are following the Standard. There is more information about this on their website –

[www.cqc.org.uk/content/equality-and-human-rights](http://www.cqc.org.uk/content/equality-and-human-rights)



## 9. Contacts and alternative formats

Copies of this report are available in different formats from the NHS England website -

[www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

The report can also be posted out as a hard copy, in large print, easy read, on audio CD, on DVD (British Sign Language and subtitled version) or in braille on request.





If you would like a copy of the report, or if you have a query about the Accessible Information Standard, please email:

[england.patientsincontrol@nhs.net](mailto:england.patientsincontrol@nhs.net)

or write to:

**Accessible Information Standard, Person Centred Care team, NHS England, 7E56, Quarry House, Quarry Hill, Leeds, LS2 7UE**

Patients, carers and members of the public can also contact the NHS England Customer Contact Centre by telephone on:

**0300 311 22 33.**

For updates about the Accessible Information Standard please visit the NHS England website: [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

If you would like to receive news and updates from NHS England in easy read, sign up to receive our Learning Disability Newsletter by emailing:

[LDEngage@nhs.net](mailto:LDEngage@nhs.net)

