

# Accessible Information Standard

What we think should  
happen



easy  
read

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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 have started a **campaign** called Your Care, Your Way.

A **campaign** is a plan of things to do over time, to try and change something.



Your Care, Your Way tries to make sure that services follow 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 what we think should happen to make sure more services follow the Accessible Information Standard.

# What we think should change

We think there are 5 things that need to change.



## 1. Services should be checked more often



The government should check that all care services follow the Accessible Information Standard.



Health services are run by groups called local health boards.



All local health boards should have a member who checks that services follow the Accessible Information Standard.



The board member should ask people what they think of the information health and care services give them.



The board member should let the board know what they have been told.



This will mean:

- services can be checked easily.



- the board can make changes if people's needs are not being met.



## 2. Accessibility champions

An **Accessibility champion** is a person in a health and care service who:

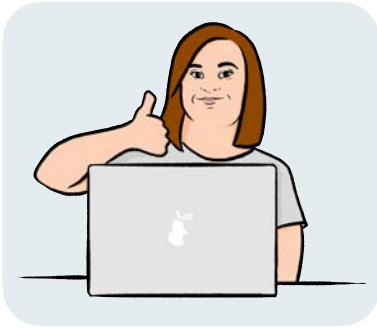
- gets extra training on accessibility.
- spots problems with giving people information in the way that is right for them.
- reports to the local health board on how their health and care service is doing.



Every health and care service should have an Accessibility champion.



This will mean that staff know who is in charge of making sure their service can be accessed by people with different needs.



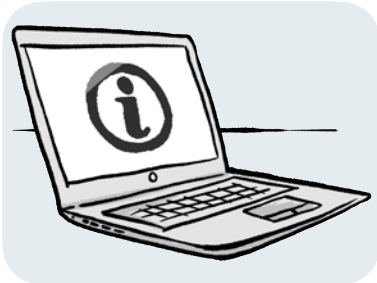
### 3. Better computer systems



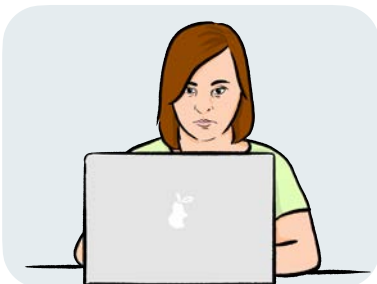
The NHS should look at its computer systems and check that they follow the Accessible Information Standard.



They should also find out why services don't tell each other about patients' needs.



Patients' needs should be on computer systems so that all services can easily check them.



Patients should also be able to use the computer systems themselves.



This will mean they can keep their information up to date.



## 4. Involving people



It is important to involve people with communication needs when thinking about change.



Each care system should have a group of people with communication needs.



These groups should be involved in looking at whether services follow the Accessible Information Standard.



Services must involve people with communication needs to be thought of as the very best.



The NHS should work with these groups to write rules that all services follow.

This will mean:

- services know who to ask if they aren't sure if they follow the Accessible Information Standard.





- people with communication needs can let services know if they aren't following the Accessible Information Standard.

## 5. Training for NHS staff



All NHS staff should have training on the Accessible Information Standard.

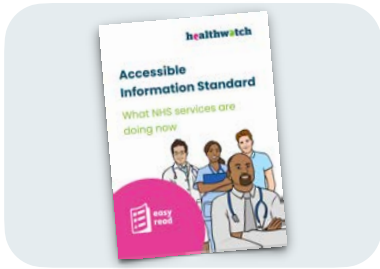


This should include students who are going to work in the NHS in the future.



This will mean that all staff understand the Accessible Information Standard.

# For more information



You can find out about how NHS services follow the Accessible Information Standard here:

<https://www.england.nhs.uk/ourwork/accessibleinfo/>