

The Accessible Information Standard



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

The Accessible Information Standard is about making information easier to understand and providing it in a way that you can understand. Talk to a member of staff about how it is best to give you information in a way that you understand.

The Accessible Information Standard states that we should:



Identify - what your communication and information needs are



Record - your communication and information needs clearly on your health record



Flag - your needs so when a member of staff opens your record it shows what your communication or information needs are



Share - your information and communication needs, for example when referring you to another NHS or social care service. This should only happen if they are allowed to see it.



Act - take action to give you the right support, for example offering you easy read information, booking an interpreter or making sure there is someone there to support you with communication

www.cntw.nhs.uk/accessible



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