






# The Accessible Information Standard

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](http://www.cntw.nhs.uk/accessible)