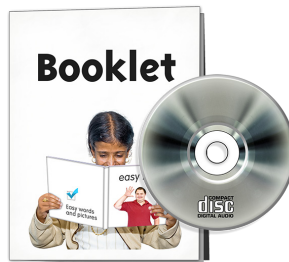
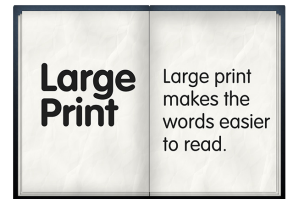
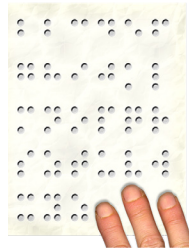


Accessible Information Standard

What it means for you
Patient Information leaflet



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

What should I do next?



It is really important that everyone learns about their rights in the standard, to make sure you are getting the right service.



People are still learning about the standard so it is important to remind services what they need to do.



Talk to a member of staff about how it is best to give you information in a way that you understand.



A range of health information is available in British Sign Language, easy read and audio at

www.cntw.nhs.uk/accessible

Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

Published by the Patient Information Centre

2021 Copyright, Cumbria, Northumberland, Tyne and Wear
NHS Foundation Trust

Ref, PIC/793/0521 May 2021 V3

www.cntw.nhs.uk Tel: 0191 246 7288

Review date 2024



@cntwnhs



CNTWNHS