



Cumbria, Northumberland,
Tyne and Wear
NHS Foundation Trust

What is the Accessible Information Standard?

Easy read





Accessible
Information
Standard

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 to do this.

The **Accessible Information Standard** says that any organisation that gives NHS care or adult social care has to:



Ask people if they have any communication needs or need to be given information in a certain way.

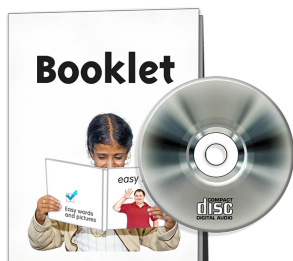


Make sure everyone's needs are recorded in the same way and that they are easy to understand.

Confidential
information



Share the information with other providers of NHS care and adult social care. This should only happen if they are allowed to see it.



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 **Accessible Information Standard** also says that patients, service users, carers and parents with a disability or sensory loss should:



Be able to contact organisations and be contacted by organisations in accessible ways. Examples of this are by email, text message or Text Relay.



Get information and communication in a way that they can read and understand, examples of this are braille, easy read and large print.



Get communication support from health care staff if they need it. An example of this is:



a British Sign Language interpreter.



a Deaf blind interpreter



Ask your healthcare worker about The **Accessible Information Standard**.



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, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

Published by the Patient Information Centre

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NHS Foundation Trust

Ref, PIC/794/0524 May 2024 V4

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

Review date 2027

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