

The NHS Accessible Information Standard



Accessible
Information
Standard

The NHS Accessible Information Standard says that people who have a disability should get information in a way they can understand.

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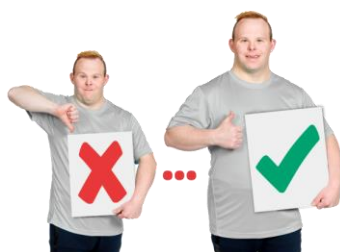
healthwatch
Shropshire



1. About Us.



Healthwatch Shropshire works to make sure health and care services are the best they can be for the people who use them.



We make sure that NHS and social care services listen to your voice to **improve care.**



We do this by sharing our reports with people that have the power to make **changes to services.**



We can also help you find **good advice.**

2. The important things.



Clear information is very important to help you use services properly.



When appointments are not face-to-face this can make getting clear information even harder.



Do you know what your communication needs are?
For example, do you need Easy Read or large print?



Do you know if health and social care services are meeting these needs?



Do you know what might happen if they are not meeting these needs?



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3. What is the NHS Accessible Information Standard?



The NHS Accessible Information Standard gives people who have disabilities a **right** to health and social care information that they can understand.



This is **a law** that must be followed by the people that provide these services.



If you can't get information in a way that you can understand you might not be able to make the choices that are right for you.



4. What Health and Care Services should do.



Ask if you have any communication needs and how they can help you.

Write down your needs and make sure other staff know about them.



Ask if you want them to tell other services how to communicate with you. For example Email.



Give you information in a way that you can understand it. And give you support if you need it.



5. What we did.



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We made a **survey** to ask people if they had an experience with the NHS Accessible Information Standard.



We also wanted to raise awareness to make sure people knew about the NHS Accessible Information Standard.



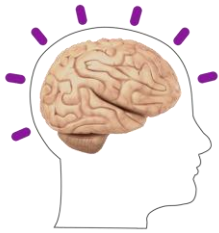
We tried to make it easy for people to do the survey and helped them to fill it in.



6. Who we heard from.



1 group of people with learning disabilities.



1 group of people from Headway Shropshire.



2 groups of carers.



1 group of people with hearing problems.



18 people completed our survey.

7. What we found out.



People need to get information in different ways to help them understand it.



14 people said they got information in letters.



4 people said they did not understand them.



My wife reads letters for me. I can't.



12 people got information from face-to-face conversations.

Face to face is best.



2 did not understand what was said.



When he came out (of the appointment) he would not have a clue what was said to him.

7. What we found out.



People need to get information in different ways to help them understand it.



3 people said they would understand information over the phone.



2 people did not want information by text.



I struggle to understand how to get into my phone to read texts.



2 people said they would understand information by email.



I have a phone App that reads the document to me.



1 person said they liked to get information in leaflets or posters.



7. What we found out.

People told us how it made them feel if they did not understand information.



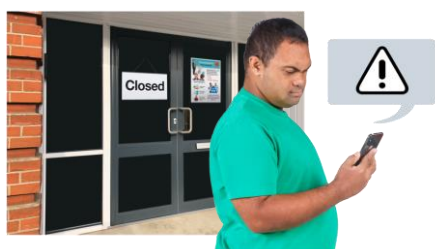
8 people said services did not understand them.

6 people said it affected their mental health.



5 people felt they missed out on important information about their care.

5 people said they were not able to communicate with staff.



4 people missed their appointments.

4 people were not able to contact the service.



3 people could not understand how to take their medication.

3 people were given the wrong medicine.

2 people did not take the right dose of their medication.



8. What people talked about.

People didn't know about the NHS Information Accessible Standard.

Never been asked about my communication needs.



People said they had never been asked about their communication needs.

Some services in Shropshire did not know about the NHS Accessible Information Standard.



I rang my GP and told them about the NHS Accessible Information Standard, and it was as if they hadn't been asked about it.

Some people told us that gas and electricity providers had asked them about their communications needs when health and social care hadn't.



Not from Government services only from Gas providers where they have asked whether I would like larger print.

8. What people talked about.



People told us they have problems using technology.



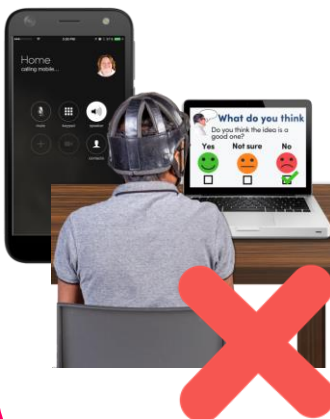
6 people told us that they struggle to use technology or do not have any at all.



This meant some people could not get the right information.



I cannot use email or social media as I am awaiting support from the sensory team to use accessible apps. I have been waiting 11 months for my assessment.



We don't use the internet or mobile phones so no texts.



8. What people talked about.

Problems with privacy.



People told us they would like clear and understandable information so they don't have to ask other people to read it to them.



Takes your privacy away
and carers know everything
about you.



This can also stop people from being
independent.



I want to read my result
letters myself and I don't
want to ask for help.



8. What people talked about.

How staff can help.



Many people found that staff were **kind and helpful**.



People said it is important that **staff take the time to explain information**.



...been very kind at the clinic. They took time to explain everything through. Receptionist rang for a taxi to help.



A nurse has helped me with meal choices because there are no pictures on the list. I was given leaflets from Taking Part that are easy read.



8. What people talked about.

Problems with services



Some people said that services do not help people with communication needs.



I didn't understand what was being said.



People asked for more support for carers and families.
For example to help people who are blind.



There needs to be a support group for families.



9. What people want.

Large Print

Large print makes the words easier to read.

Some people need large print on their appointment letters.



Letters in large print would help with what little sight she has got.



People with hearing problems need to see their name on a screen when it is their turn to see the Doctor.



So simple to have a screen where your name comes up.



9. What people want.



Most people with disabilities said they wanted to talk to professionals **face-to-face**.



Phone calls are hard for me, face to face conversations are much better.



Offer people with disabilities and their carers **longer appointment**.



Make sure staff know if they should speak directly to the person or their carer.



Hospital doctors talk over you with another person in the room, but not you.



10. What we recommend.



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Tell people and staff about the NHS
Accessible Information Standard so
they know their rights.



Ask everyone about their
communication needs.



Give people **clear information**
about the NHS Accessible Information
Standard and how to get help. For
example support groups and services.



Remember that some people can't or
don't use a computer or mobile phone.



Understand that not having clear
and understandable information
can be bad for people's mental health.



If you have any questions then you can...

Contact us



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