

Accessible Information

The Accessible Information Standard - known officially as SCCI1605 Accessible Information - is a new 'information standard' for implementation by all organisations that provide NHS or adult social care. Compliance with information standards of this type is a mandatory requirement for NHS Trusts and GP Practices; this is set out in section 250 of the Health & Social Care Act - <http://www.legislation.gov.uk/ukpga/2012/7/part/9/chapter/1/enacted>. Full compliance with the Standard is required by 31st July 2016.

The Accessible Information Standard aims to ensure that people who have a disability or sensory loss receive information that they can access and understand, for example in large print, braille, text or via email, and professional communication support if they need it, for example from a British Sign Language interpreter.

Accordingly, the Practice is now collating data with regards communication problems any of our patients (or their Carers) may have and aim to look at providing means of assisting such patients/Carers to communicate with us and other health care providers more easily. Obviously, some methods of communication may take some time to put in place but, in order to collate data on communication needs we would be grateful if, when you next contact the Practice, you advise Practice staff of any communication difficulties you may have. Individuals most likely to be affected by this Standard would be those people who have one of (or a combination of) the following disabilities/problems:

Person who is registered blind/visually impaired/have suffered visual loss

Person who is registered deaf/have impaired hearing/have suffered hearing loss

Person who has no power/or has lost the power of speech

Person who is registered as having/is known to have a learning disability

Language barrier - although collating data regarding spoken language is not a requirement of the Standard, the Practice will collate data on this area of communication (please note Practice staff can provide access to Language Line which offers interpretation service via the telephone at no cost to the patient)

Further information regarding the Accessible Information Standard is available via www.england.nhs.uk/accessibleinfo but you should always feel free to discuss any disability you may have in the first instance with a member of Practice staff - let us know about your difficulty and we will aim to do all we can to help you.