

The 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. To ensure that people using our services receive information in the way they can access and understand there are five basic steps you should follow.

Five Basic Steps

1. Ask:

identify / find out if an individual has any communication / information needs relating to a disability or sensory loss and if so what they are.



2. Record:

record those needs in a clear, unambiguous and standardised way in electronic and / or paper based record / administrative systems / documents.



3. Alert / flag / highlight:

ensure that recorded needs are 'highly visible' whenever the individual's record is accessed, and prompt for action.



4. Share:

include information about individuals' information / communication needs as part of existing data sharing processes (and in line with existing information governance frameworks).



5. Act:

take steps to ensure that individuals receive information which they can access and understand, and receive communication support if they need it.



Find out more at www.shropscommunityhealth.nhs.uk/ais