

PEASHOLM SURGERY

How We Meet the Accessible Information Standard

The Accessible Information Standard is an NHS England initiative that tells organisations how to ensure that disabled patients and their carers receive information in formats that they can understand, as well as receiving appropriate support to help them to communicate. Such formats could include large print, braille or easy-read documents.

There are five basic steps that make up the Standard and these are listed below with an outline as to how Peasholm Surgery meets the Standard:

- **Ask** – Within the new patient registration questionnaire we ask whether the new patient has any communication or information needs and what these are. For all existing patients we enquire as and when opportunity arises, eg: when speaking with a patient and by displaying posters and information in the waiting room.
- **Record** – As stated in the Standard we record patients' communication and information needs in a clear, unambiguous and standardised way.
- **Alert / Flag / Highlight** – The Standard states we should ensure these needs are recorded in a highly visible format and that electronic records should have an attached flag or alert. We clearly mark paper records so they are highly visible and use an appropriate icon on electronic records so that staff are made aware the patient has communication or information needs.
- **Share** – We include information about individuals' communication or information needs as part of existing data sharing processes in line with existing information governance frameworks and in accordance with the Standard.
- **Act** – When a patient informs us of their communication or information need we will ensure they receive information which they can access and understand as well as receive communication support if they need it.

Patients and their carers have opportunity, and are encouraged, to provide feedback using the Complaints, Comments, Concerns & Compliments forms or the I Want Great Care forms available in the waiting room and from Reception. They may also provide feedback online via the website www.iwantgreatcare.org We also have a complaints leaflet available in the waiting room and from Reception giving guidance as to how to make a complaint and how a complaint will be dealt with as well as other places to contact in the event of a complaint.

All of these documents can be provided in alternative format on request.