

Accessible Information Standards: Responding to the Review

Introduction



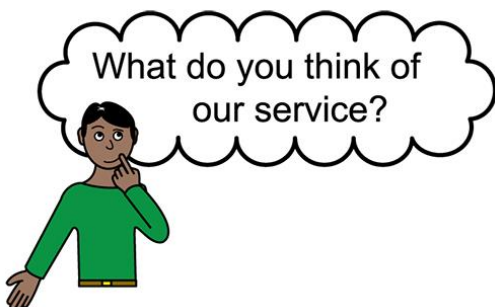
The Accessible Information Standard says that people who have a disability, impairment or sensory loss should get information in a way that they can understand.

From 1st August 2016, all organisations that provide Health or Adult Social Care have to do what the standard says.



In 2017, Healthwatch Redbridge spoke to people with different communication impairments.

We did this to understand the effect of impairments from the person's point of view.



People told us their experiences of using local health and social care services such as the Doctor, hospital, dentist and pharmacist.

Purpose of the workshop



Healthwatch Redbridge arranged this workshop so that we could tell people with learning disabilities about the Accessible Information Standard.

This would let them know what to expect when they use health and social care services.



Also, we wanted to find out more about people's experiences and if there has been any changes since the standard was passed.



Accessible Information Standard Review:
Survey for patients, service users, carers
and parents easy read



1. Introduction

The Accessible Information Standard says that people who have a disability, impairment 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.

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We wanted to collect people's feedback about NHS England's review survey.

NHS England are looking at the standard and collecting people's feedback to find out if it has made any difference.

Workshop

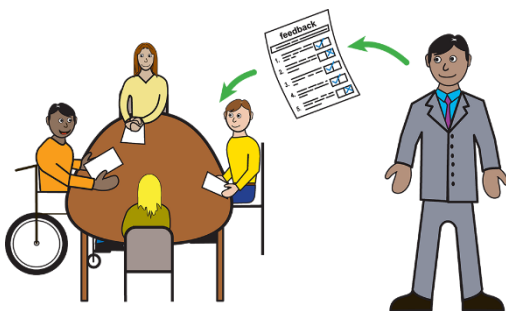


People in the workshop were given information about the standard.

The information included an introduction to the standards in terms of what patients can expect from service providers.



People shared the good and bad experiences that they had received and provided some information on how services can be made better to meet their needs.



People gave feedback about the NHS England Accessible Information Standard review survey.

Unfortunately people were unable to complete the surveys because they said that the survey had too many responses for each question and each person needs to be supported on an individual level.

Feedback from using health and social care services



Most people said that they find it hard to understand what is being said and would like information in a way that they can understand. This could be in an easy read or large print format.



People said that they have asked staff members for large print information or other accessible information and this was not provided for them.



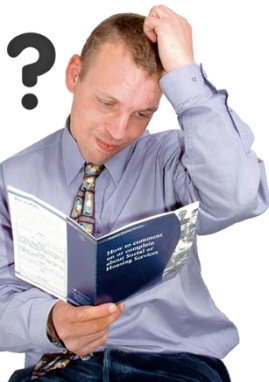
Everyone said that they have never been asked about their information and communication needs when using health and care services.



Staff members are generally rude and one service user said that she was almost in tears after one appointment.



The appointment times are not long enough so they often do not understand the information because it is rushed.



Some people said that they miss out on some of the information that they are told. This is because the doctor speaks too quickly and use medical terminology which is difficult to understand.



Some people attend their appointments with their carer. They mentioned that the GP doesn't look at them when speaking but rather talks to their carer.



One person mentioned a situation whereby she took her learning disability passport with her to the hospital. After the nurse had seen her, she asked her to update the information in the booklet however the nurse did not do this.

Good practice



One person mentioned that in her surgery they have staff who work with people who have learning disabilities.



The doctor speaks directly to both the patient and her carer.



One person said that she is sent text messages containing simple information and when she requires any support with the facilities in reception they help her with it.



Having a learning disability nurse in the hospital is very useful as they are supportive.

Acknowledgements

Healthwatch Redbridge would like to thank Redbridge People's Parliament for their support and involvement in this workshop.