



Is the Accessible Information Standard working for people in South Tyneside?



This is an EasyRead version of The Accessible Information Standard in South Tyneside and communication barriers experienced.

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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.



It says that people should get support with communication if they need it.



The law says that all organisations that give NHS care or adult social care have to do what the standard says.



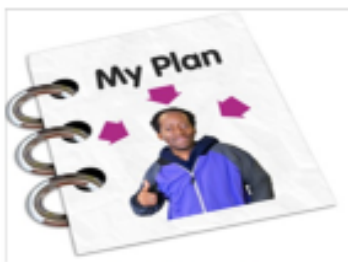
The Accessible Information Standard tells organisations how to do this.



The Accessible Information Standard says that any organisation that gives NHS care or adult social care has to:



- Ask people if they have any communication needs or needs for information to be given in a certain way.



- Make sure everyone's needs are recorded in the same way and that they are easy to understand.



- Make it easy to see when a person has information or communication needs and how these needs can be met. This is so anyone who looks at their file can find out.



- Share the information with other providers if NHS care and adult social care. This should only happen if they are allowed to see.
- Make sure people get information in a way they can access and understand. They should also get support with communication if they need it.

The Accessible Information Standard



The Accessible Information Standard also says that patients, carers and parents with a disability or sensory loss should:



- Be able to contact organisations and contacted by organisations in accessible ways.



- Get information in way they can read and understand.



- Get communication support from a professional if they need it.

What we did



We wanted to find out if the Accessible Information Standard was working ok for people in South Tyneside.



We wrote a survey for people to fill in on the computer.



We told lots of different people about the survey.

What we found out



Lots of people said they got accessible information.

Most people had to ask for accessible information.



Some people had to get a family member to ask for accessible information for them.



Nearly every GP practice said they offered accessible information.

Only a few people said they had been offered accessible information.



Lots of people said their need for accessible information had not been shared across health and social care.



Lots of people said they were not happy how their communication needs were being met.

What we would like to see happen



All information meets the Accessible Standard guidelines.

EasyRead information comes out at the same time as other versions



More training for all staff on how to book a sign language interpreter.



Technology needs to be able to be more disability friendly

What deaf people said



Deaf people said they did not know about the Accessible Information Standard.



They felt their communication needs were not being met.

What we like to see happen



Disability awareness training by people with disabilities.

More training in sign language for staff.



Staff to ask all patients if they need information in an accessible way.

Staff to tell all patients about this.



More testing of hearing loops.



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