

Organisation Name: York Medical Group

Accessible Information Standard Policy

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1.0	David Blake	27/06/2025	01/03/206

Key personnel identified within this policy

Position	Named individual
Operations Manager	David Blake

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1 Introduction

1.1 Policy statement

The [Health and Social Care Act 2012](#) states that this organisation must have regard to, and implement the [Accessible Information Standard](#) (AIS).

The AIS sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

This policy should be read in conjunction with the [CQC's GP mythbuster 20: Making information accessible](#) and its document titled [Meeting the Accessible Information Standard](#).

1.2 Status

In accordance with the [Equality Act 2010](#), we have considered how provisions within this policy might impact on different groups and individuals. This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time. They apply to all employees and contractors working for the organisation.

2 The Accessible Information Standard

2.1 Aim

[NHS England](#) explain that the aim of the AIS is to establish a framework and set a clear direction such that patients and service users (and where appropriate carers and parents) who have information or communication needs relating to a disability, impairment or sensory loss receive:

- Accessible information (“information which is able to be read or received and understood by the individual or group for which it is intended”)
- Communication support (“support which is needed to enable effective, accurate dialogue between a professional and a service user to take place”)

This includes accessible information and communication support to enable individuals to:

- Make decisions about their health and wellbeing and about their care and treatment
- Self-manage conditions
- Access services appropriately and independently
- Make choices about treatments and procedures including the provision or withholding of consent

2.2 Five steps of the AIS

The [NHS England Accessible Information Specification](#) explains that to achieve compliance with the AIS, there are five distinct steps this organisation must complete. Each step is detailed below with an overview of how this organisation will achieve compliance.

Step	Action(s)
1. Identification of needs	<p>This organisation will ensure there is a disability and reasonable adjustment section on the new patient registration and health check questionnaire, enabling needs to be identified and recorded when patients first interact or register with the organisation</p> <p>This organisation will opportunistically identify patients who may need reasonable adjustments during consultations and contact with the organisation</p> <p>This organisation will promote self-identification on the organisation website and in waiting areas by means of posters</p>
2. Recording of needs	<ul style="list-style-type: none">• This organisation will use the reasonable adjustments impairment and adjustment codes provided by NHS Digital when recording reasonable adjustments.
3. Flagging of needs	<ul style="list-style-type: none">• This organisation will create a local digital flag on the clinical records of patients, ensuring staff are prompted and can respond to the individuals' reasonable adjustment requirements
4. Sharing of needs	<ul style="list-style-type: none">• This organisation will share the reasonable adjustment needs of patients with other organisations involved in the care of the patient (consent must be sought from the patient)
5. Meeting needs	<ul style="list-style-type: none">• This organisation will ensure the reasonable adjustment needs of patients are met, by involving patients in their own care and recognising what matters to and is important to them.• The organisation will ensure a hearing loop is available at reception and a portable loop is available for use during consultations.• This organisation will ensure there is timely access to interpreter and translation services.

Additional information on meeting the needs of patients can be found in the organisation's Reasonable Adjustment Digital Flag policy.

2.3 Information in different languages

[CQC GP Mythbuster 20: Making information accessible](#) advises that there is no need for this organisation to have information leaflets in multiple languages. However, this organisation must be responsive to the needs of the population that we serve, ensuring information is available in a format they understand and by enabling access to interpretation and translation services where necessary.

3 Additional resources

The following are useful resources that can support this organisation adhering to the AIS and to ensure appropriate support is provided to the patient population.

[NHS England inclusion resources](#)

[AbilityNet](#)

[CHANGE People](#)

[Relay UK](#)

[Hearing Link](#)

[Inclusive language](#)

[Live Transcribe & Notification App](#)

[National Registers of Communication Professionals working with Deaf and Deafblind People \(NRCPD\)](#)

[RNIB Business - Transcription Services](#)

[Breakthrough UK](#)