

**Organisation Name: York Medical Group**

# **Accessible Information Standard Policy**

<b>Version</b>	<b>Edited by</b>	<b>Date issued</b>	<b>Next review date</b>
<b>1.1</b>	D Blake	03/10/2025	31/03/2026

## **Table of contents**

<b>1</b>	<b>Introduction</b>	<b>2</b>
<b>1.1</b>	<b>Policy statement</b>	<b>2</b>
<b>1.2</b>	<b>Status</b>	<b>2</b>
<b>2</b>	<b>The Accessible Information Standard</b>	<b>2</b>
<b>2.1</b>	<b>Aim</b>	<b>2</b>
<b>2.2</b>	<b>Six steps of the AIS</b>	<b>3</b>
<b>2.3</b>	<b>Information in different languages</b>	<b>4</b>
	<b>Annex A – Additional resources</b>	<b>5</b>

# 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 six requirement steps to ensure that information and communication support the needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

The six AIS steps are to:

- Identify
- Record
- Flag
- Share
- Meet
- Review

This policy should be read in conjunction with the CQC guidance titled [Meeting the Accessible Information Standard](#) and NHS England's [Accessible Information Standards – implementation guidance](#).

## 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 This document and any procedures contained within it are non-contractual, which means they may be modified or withdrawn at any time.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

In its guidance titled [Accessible information standard](#), NHS England explains 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 Six steps of the AIS

NHS England's guidance titled [Accessible Information Standard](#) explains that to achieve compliance with the AIS, there are six distinct steps this organisation must complete. These steps are detailed below with an overview of how this organisation will achieve compliance.

No.	Step	Required actions by the organisation
1	<a href="#">Identifying needs</a>	<p><i>Find out if people have communication and information needs.</i></p> <p>To 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>To opportunistically identify patients who may need reasonable adjustments during consultations and contact with the organisation. Promote self-identification on the organisation website and in waiting areas by means of posters.</p>
2	<a href="#">Recording needs</a>	<p><i>Record those needs in a clear and standardised way in electronic or paper based systems.</i></p> <p>When recording any adjustment, the organisation is to use the reasonable adjustments impairment and adjustment codes as detailed within NHS England <a href="#">Reasonable adjustments impairment and adjustment codes</a> guidance.</p>
3	<a href="#">Flagging needs</a>	<p><i>Use alert systems to generate specific formats or to clearly indicate needs to others.</i></p> <p>To create a local digital flag on the clinical records of patients, ensuring staff are prompted and can respond to an individual's reasonable adjustment requirements.</p>
4	<a href="#">Sharing needs</a>	<p><i>Include records as part of data sharing and treatment and referral processes.</i></p> <p>The reasonable adjustment needs of patients with other organisations involved in the care of the patient will be shared following consent having been sought from the patient.</p>
5	<a href="#">Meeting needs</a>	<p><i>Take steps to ensure people's information and communications needs are met</i></p>

		<p>To 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.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• A hearing loop being available at reception and a portable loop is available for use during consultations</li> <li>• Larger text information leaflets</li> <li>• Webpage options and also timely access to interpreter and translation services.</li> </ul>
6	<a href="#">Reviewing needs</a>	<p><i>Regularly review needs and ensure records are up to date.</i></p> <p>To review the needs of patients in support of AIS and to consider and implement changes, or updates upon request or as they become apparent.</p>

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

## 2.3 Information in different languages

While this guidance is to support those patients, service users, carers and parents with a disability, impairment or sensory loss, there is a mandate under both the [Equality Act 2010](#) and the Accessible Information Standard that the NHS provides accessible information, including translated materials to ensure equitable access to healthcare

While there is no need for this organisation to have information leaflets in multiple languages, this organisation must be responsive to the needs of the population that it serves, ensuring information is available in a format that can be understood and by enabling access to interpretation and translation services where necessary.

Detailed information reading can be found in NHS England's [Guidance for commissioners: Interpreting and Translations Services in Primary Care](#), and the organisation's Translator and Interpreter Policy.

## Annex A – Additional resources

---

The following are useful resources that can support this organisation to adhere 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](#)