

# Want to know more about the Accessible Information Standard?

If you would like to know more about the Accessible Information Standard, then go to:

[www.equalityhumanrights.wales.nhs.uk](http://www.equalityhumanrights.wales.nhs.uk)

Use a QR code reader or download one to find out more.



This leaflet was commissioned by:



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In partnership with:



**THE CENTRE OF SIGN-SIGHT-SOUND  
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# Accessible Information Standard for People with Sensory Loss



**Audio/BSL  
version**

## The Accessible Information Standard

The Accessible Information Standard requires GP surgeries to record the communication and information needs of patients with sensory loss, and to share this information with other healthcare professionals. Patients with sensory loss are either deaf or hard of hearing and/or are blind or are partially sighted.

The Standard has been developed in response to the 'All Wales Standards for Accessible Communication and Information for People with Sensory Loss' published in 2013. The Standards set out what health organisations must do to ensure that the communication and information needs of patients with sensory loss are met.

## Why has the Accessible Information Standard been developed?

There are over 600,000 people in Wales with sensory loss. This means it is likely that 1 in 4 people in a GP surgery waiting room will have a form of sensory loss. Inaccessible communication and information can result in patient safety and risk issues and poorer health outcomes overall.

## How will the Accessible Information Standard affect you?

GP surgeries are required to record the different communication and information needs of their patients with sensory loss and share this information when making referrals to hospitals.

When you share your communication and information needs with your GP surgery, this will be recorded on your surgery's information system and automatically transfer with any referral made on your behalf to another service, for example, if you are required to attend for an outpatient appointment at hospital.

## What do I need to do?

**Tell** your GP surgery how you want them to communicate with you.

**Ask** for information to be given to you in an accessible format, for example, Braille, British Sign Language, large print, audio or in an electronic format.



**Share** your concerns with your GP surgery if the information you receive is not accessible to you.