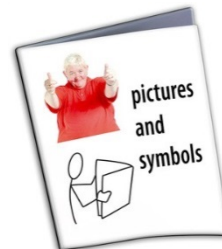


NHS Accessible Information Standard

Easy Read information



What is the Accessible Information Standard?

The Standard says that by law, Health and Adult Social Care services must now help disabled people get information in ways that they can understand.

We must communicate with you in the ways that you prefer.



Bristol City Council will follow the standard in Adult Social Care. We will also work with services outside the Council that we fund so they also meet the standard.

There are 5 ways in which we will meet the standard.



1. We will listen to you and find out what communications support needs you have and agree the way you want us to communicate with you.



**2. We will record the way you want us to communicate with you.
For example this may be in large print, or in Easy Read.**



3. Our files and notes will show us how you choose to communicate.



4. With your agreement we will share the details you give us about your communication choices with the organisations we work with to support you.

The information and communication you get will then be the same.



5. We will do all we can to support your communications needs every time you contact us.



The Standard is for NHS patients, people who use adult care services, carers and parents with a disability.



If you are concerned that people are not meeting the Accessible Information Standard, please talk to the people who are supporting you.



If you continue to have problems and your service is provided or funded by Bristol City Council, please contact us.



Please telephone 0117 922 2723 or tell us online at www.bristol.gov.uk/complaints