

OUR POLICY: THE ACCESSIBLE INFORMATION STANDARD

Q. What is the Accessible Information Standard?

A. The Accessible Information Standard is a new mandatory standard that all NHS and publicly funded adult social care services must follow.

Who is it for?



The essentials



The aim



1 Identify

Ask if people have any information or communication needs, and find out how to meet those needs



2 Record

Record those needs in a set way that is highly visible, using specific definitions



3 Flag

Use alerts or flags to make it clear on the person's file what their needs are, and prompt action to meet those needs



4 Share

Share information about the person's needs with other NHS and adult social care providers



5 Act

Make sure people get their information in an accessible way and have the communication support they need



CPGM

Community Pharmacy Greater Manchester



Materials produced in partnership with CPGM and CHL Ltd.

Email: enquiries@cpgmhealthcare.co.uk