

## How can we help you?

We will ask you if you need any communication support. You can also tell us before your appointment what support you need or ask someone to tell us on your behalf. It is our duty to check at future appointments you need the same support.

Our aim is to support your communication needs, where appropriate and when possible. We can provide information in many formats, for example easy read, audio or large print and we can book British Sign Language (BSL) interpreters to support your needs, as well as many other forms of communication support.

## What if your communication needs are not met?

If your needs have not been met and you are unhappy, please speak to a member of staff or contact the Patient Advice and Liaison Service (details are on the back of this leaflet).

If you would like to find out more about the Accessible Information Standard, please visit [www.kentcht.nhs.uk/AIS](http://www.kentcht.nhs.uk/AIS) or [www.england.nhs.uk/ourwork/accessibleinfo/](http://www.england.nhs.uk/ourwork/accessibleinfo/)

**Accessible Information Standard**

## Do you have feedback about our health services?

**Phone:** 0300 123 1807,  
8am to 5pm, Monday to Friday  
**Text:** 07899 903499  
**Email:** [kentchft.PALS@nhs.net](mailto:kentchft.PALS@nhs.net)  
**Web:** [www.kentcht.nhs.uk/PALS](http://www.kentcht.nhs.uk/PALS)

### Patient Advice and Liaison Service (PALS)

Kent Community Health NHS  
Foundation Trust  
Unit J, Concept Court  
Shearway Business Park  
Folkestone  
Kent CT19 4RJ

If you need communication support or this leaflet in another format, please ask a member of staff or contact us.

## Meeting your communication support needs

A summary about NHS England's  
Accessible Information Standard



## What is the Accessible Information Standard (AIS)?

The Accessible Information Standard (AIS) was launched by NHS England. It is a legal requirement under the Equality Act 2010 for all NHS and adult social care organisations.

It tells organisations how to make information accessible, whether you are a patient, carer or parent who has a disability, impairment or sensory loss.

We want to make sure you get appropriate support to help you communicate and receive information in a way you understand.

## Why is the Accessible Information Standard so important to us?

Some of the benefits include:

- improving people's health and wellbeing
- empowering people to be involved and make decisions about their care and treatment
- making care safer by helping patients and their carers understand and follow information about their care and treatment
- reducing communication barriers and making the care we give, work better
- improving people's experiences and satisfaction when using our services.

## Kent Community Health NHS Foundation Trust will:

- **ask** if you have any information or communication needs. We will find out how to meet your needs and how you would like to be contacted
- **record** your needs and consent, on your electronic and/or paper record
- **flag** your needs on your electronic and/or paper record
- **share** when needed, information about your needs with other teams, services, agencies and providers during referral, discharge or handover
- **act** to make sure you get your information in the way you have requested so that your communication needs are met.

