

NHS England's Accessible Information Standard



What is the Accessible Information Standard?

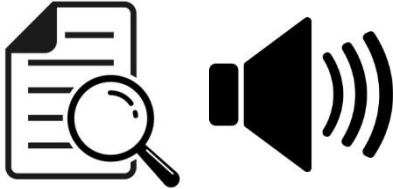
It tells us how to make information easier to understand. It is the law.



It is for anyone who has a **disability or sensory loss**. This could mean you have problems with:

- hearing
- sight
- speech
- memory
- or movement





You might need your information in different ways.

This means:

- easy read (like this leaflet)
- larger print
- audio (speech on a CD)
- or we can book an interpreter if you are deaf, blind or both.



Why is it important?

- It makes treatment **safer**
- It **involves** patients and carers
- It makes patients and carers feel **happier**.



At your appointment we will:

1. ask if you need any help
2. ask how you would like us to speak to you, for example, by phone or email
3. put this information in your patient notes
4. make sure other doctors and nurses can see this
5. get the help you need.

Do you need more help?



Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.



Phone: 0300 123 1807

The team can phone you back.

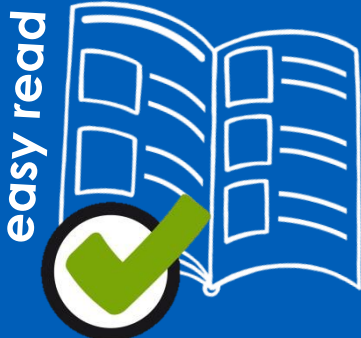


Email: kentchft.PALS@nhs.net



Post:

Patient Advice and Liaison Service (PALS)
Kent Community Health NHS Foundation Trust
Unit J, Concept Court
Shearway Business Park
Folkestone
Kent CT19 4RG



Our information is made with help from people with a communication need. Created using CHANGE and stock images.