

Accessible Information Standard Briefing Note- Provider Organisations which includes GP Practices

The Accessible Information Standard aims to ensure that disabled people have access to information they can understand and the communication support they may need. The Standard applies to service providers across the NHS and adult social care system. As organisations that provide NHS services, GP practices are required by law to follow the Standard under Section 250 of the Health and Social Care Act.

All organisations are expected to follow the Standard by **31 July 2016**. Many practices are likely to be meeting several the requirements already. Some aspects of the Standard will require support from CCGs or NHS England to allow practices to comply.

Key requirements of the Accessible Information Standard

There are five key requirements of the Standard:

1. Ask patients and carers if they have any information or communication needs, and find out how to meet their needs
2. Record those needs in a set way
3. Highlight a patient's file, so they have information or communication needs, and clearly explain how those needs should be met
4. Share information about a person's needs with other NHS and adult social care providers, when they have consent or permission to do so
5. Make sure that people get information in an accessible way and communication support if they need it.

What does it say in section 250 of the Health and Social Care Act?

The law says that all organisations that give NHS care or adult social care have to do what the standard says. This is section 250 of the Health and Social Care Act 2012. This standard is applicable to Primary Care (GP practices)

AIS applies to people who use a service and have information or communication needs because of a:

- Disability
- Impairment
- Sensory loss

It covers the needs of people who are deaf/Deaf, blind, or deafblind, or who have a learning disability. This includes interpretation or translation for people whose first language is British Sign Language. It does not cover these needs for other languages.

It can also be used to support people who have aphasia, autism or a mental health condition which affects their ability to communicate. When appropriate, AIS also applies to their carers and parents. NHS organisations or organisations funded by the NHS must meet the AIS for anyone who is publicly funded and who uses NHS services. This applies to all:

- adult social care services
- hospitals
- GP practices