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| **CHECKLIST** | **EVIDENCE** Please provide a brief summary for each of the points on how your organisation is compliant with the accessible information standard with hyperlinks ***or*** embedded documents to illustrate this |
| 1. How do you identify individuals with information communication needs,including who will ask, what question(s) will be asked, how, where and when. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 2.How do you record individuals’ information and communication needs as part ofexisting patient / service user record systems and administrative processes,including using specific categories / codes. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 3.How do you ensure that there is an alert, flag or other prompt to notify staff of an individual’s information / communication needs such that they are ‘highly visible’ whenever the record is accessed and prompt for relevant action(s) to be taken. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 4. How do you use alternative ways to contact individuals with information / communication needs and for them to contact the service, for example via email, text message or telephone. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 5.How do you send correspondence in alternative formats for example in large print, via email, in easy read, in braille. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 6. How do you obtain patient information in alternative formats for example patientinformation leaflets in ‘easy read’ | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 7. How do you arrange for a communication professional to provide support to a patient / service user either as soon as possible (in an urgent situation) or for an advance appointment. Please describe your established protocols and links for remote British Sign Language (BSL) and / or speech-to-text-reporting (STTR) | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 8. Clear guidelines for arranging a longer appointment for a patient / service user with communication needs  | Please include hyperlinks to evidence here or a brief summary/statement of evidence |
| 9. Please send any specific guidance on how staff can support individuals with communicationneeds, for example to lipread / use a hearing aid. | Please include hyperlinks to evidence here or a brief summary/statement of evidence |

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| **Name of organisation** |  |
| **Name of who completed this**  |  |
| **Role**  |  |
| **Date completed**  |  |

**To be submitted by 20 September 2019.**