

Accessible Information as Standard

Purpose

1. This report gives an overview of the Healthwatch project; Accessible Information as Standard and complements the launch being held in Peterborough on 21st November.

Key issues

2. Prior to merger, Healthwatch Peterborough and Healthwatch Cambridgeshire carried out similar projects to look at how the NHS Accessible Information Standard was being implemented by health providers in our area. An overview report has been produced, this describes both projects, what we people told us and a collective view on what should happen now.
3. Both projects collected feedback from people with communication and information needs and found that they were not always having their needs met. The overview report gives many examples of what people told us.
4. Based on this evidence we describe what needs to change, and what organisations providing, or commissioning care, can do to improve the implementation of the Standard. This includes providing better information for patients, more training for staff, effective local procedures and the availability of alternative formats.
5. The overview report (attached) is available in a range of accessible formats. The two background reports describing the local work are available on both websites.

Action required by the Board

6. The Board is asked to:
 - Note the report and presentation, and discuss learning from this work.

Author

Sandie Smith, CEO

15th November 2017