

Accessible Information Standards

All organisations that provide NHS care and / or publicly-funded adult social care are legally required to follow the Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss. Below is a list of options available for our patients and services

Disability	What can be offered / plans to deliver
Deaf	<ul style="list-style-type: none"> - Organise sign language - Call screen - Hearing loop - Message on home page and symbol in records to alert clinician for any adjustments required - Text messages
Blind	<ul style="list-style-type: none"> - Audio blood glucose machines (diabetic patients) - Brail products where available - Message on home page and symbol in records to alert clinician for any adjustments required - Intercom (Usually go out to patient for consultation)
Learning disabilities	<ul style="list-style-type: none"> - Easy Read appointment letters - Longer appointments - Telephone booking for appointments with patient or carer - Evening clinics for quieter times (less noise and disruption) - Message on home page and symbol in records to alert clinician for any adjustments required - Learning disability reviews including 'get checked out' easy read leaflets - Easy read adjustment care plans available - Learning disability training for all staff with GP and Nurse Associate Lead
Disability	<ul style="list-style-type: none"> - Accessible parking spaces - Accessible toilets - Lift (Colton) - Wheelchair available - Electric couch - Message on home page and symbol in records to alert clinicians - Longer appointment if required
Language	<ul style="list-style-type: none"> - Interpreter available from language line found here - Longer appointments - Arrival screen different language options
Website	<ul style="list-style-type: none"> - Website amendments for accessibility
NHS Choices	<ul style="list-style-type: none"> - Leaflets in different languages can be found here -
Dementia patients	<ul style="list-style-type: none"> - Reception staff training for Dementia Friendly - PCN Dementia Friendly priority with Cross Gates Local Care Partnership - Reminder on clinics for call before appointment - Text reminders - Longer appointments for patients with carers - Carer support / signposting - PCN Dementia Specialist Nurse (Admiral Nurse with Dementia UK)
Signposting	<ul style="list-style-type: none"> - Social prescribing for patients needs through Linking Leeds - https://www.commlinks.co.uk/?service=linking-leeds