

Kenneth MacRae Medical Centre

Accessible Information Standard: Making health care information accessible

The aim of the accessible information standard is to ensure people with a medical condition which affects their ability to communicate, receive information that they can access and understand and have any communication support they might need.

The standard tells organisations how to make information accessible to people in the format they need, as well as support people's communication needs, for example by offering support from a British Sign Language (BSL) interpreter, deaf/blind manual interpreter or an advocate.

At the Practice, we want to make sure that we are communicating with you in a way that is easy for you and that you can understand.

- We want to know if you need information in a specific format, e.g. braille, large print or easy read.
- We want to know if you need to receive information in a particular way, e.g. electronically, via email, for use with a screen reader.
- We want to know if you need someone to support you at appointments, e.g. a sign language interpreter or an advocate.
- We want to know if you lip read or use a hearing aid or communication tool.