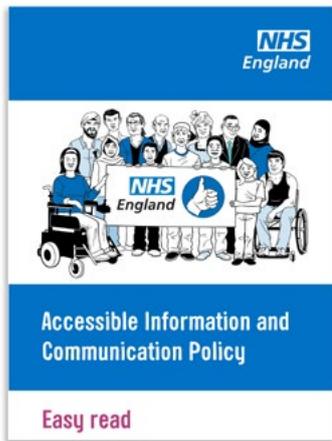




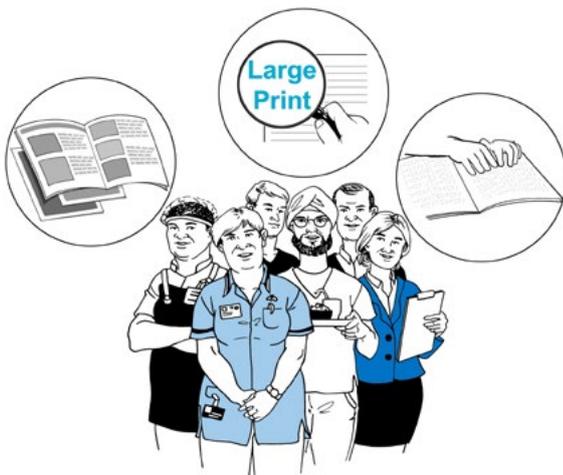
# Accessible Information and Communication Policy

**Easy read**

# 1. Introduction

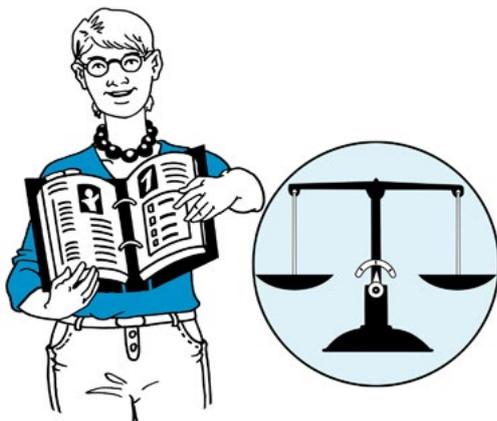


This is an easy read version of the NHS England Accessible Information and Communication Policy.



The Policy tells NHS England staff how they should make sure that information and communication are accessible.

## 2. What is the policy about ?



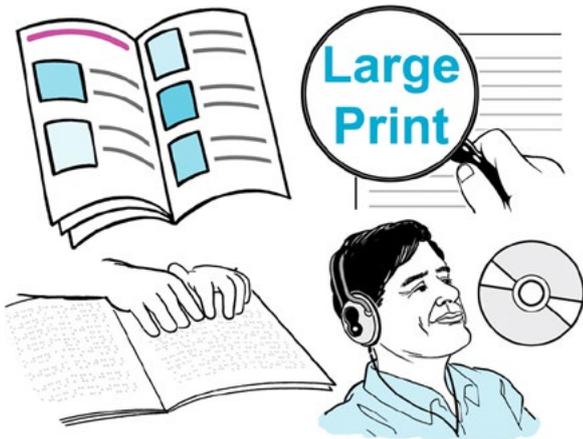
NHS England thinks that it is important that information is accessible because this will help make things fairer and more equal for people.



It is important that people can understand what NHS England does and get involved if they want to.



Accessible information is also important for staff, so that NHS England can employ people from different backgrounds and with different skills.



NHS England thinks that staff should try to make information as accessible as possible. Sometimes information should be available in different formats or different languages.

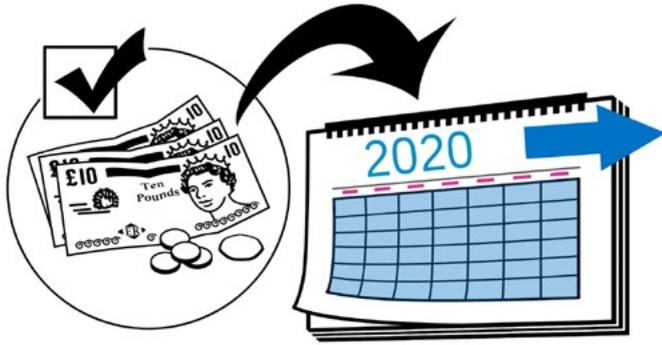


The Policy helps to show that NHS England is following the Equality Act 2010.

### 3. Principles



NHS England believes that there should be 'high quality care for all'.



NHS England also believes that staff should be careful about spending money. This is so that there is money left to use on people's care in the future.



NHS England believes that all staff should try to make information accessible.



Staff should also support people to contact NHS England. They should try to help people to find out about NHS England and get involved.

## 4. Scope



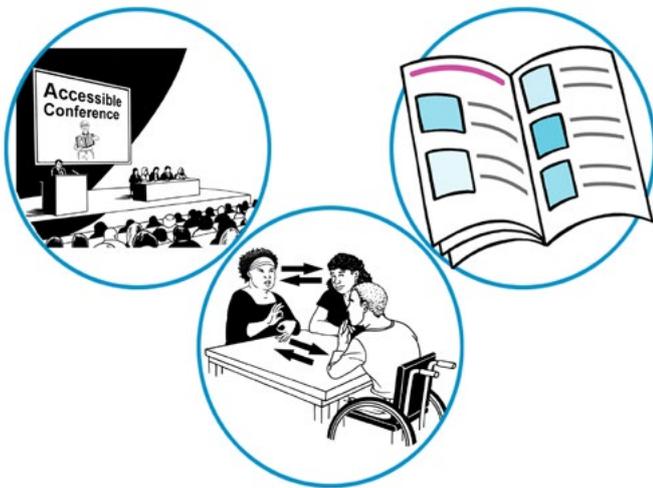
The policy is about NHS England arranging interpretation, translation and communication support.



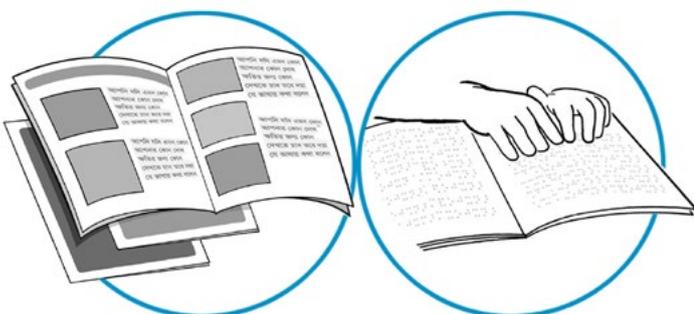
It is also about the accessibility of information, published documents and the NHS England website.



The policy includes communication and information of all kinds.



It includes events, meetings and documents.



It includes different languages and formats.



It includes interpreters, translators and other people that support communication.



It includes support that people need because they have a disability, impairment, sensory loss, and / or because they do not speak or read English.



The policy does not include information or communication by other organisations.



Other organisations should have their own policies.

# 5. Roles and responsibilities

All NHS England staff should read the policy and follow it. This means they should:



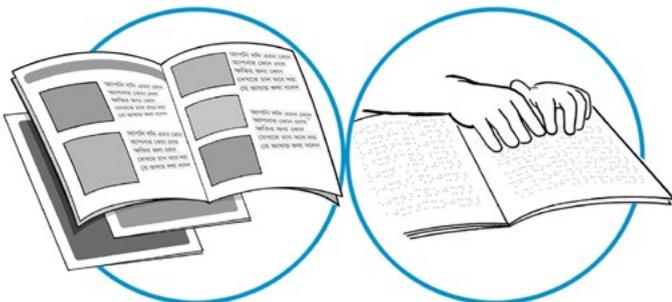
- Try to make their information and documents as accessible as possible



- Support people with information or communication needs as much as they can



- Book interpreters or other communication professionals when the policy says they should



- Get information put into different languages and formats when the policy says they should



NHS England staff and teams who are leading work or writing a document are responsible for making it accessible.



This includes paying for interpreting, translation or getting different formats if the policy says they should.

## 6. Accessible communication



Communicating in an accessible way means that lots of different people can communicate with NHS England.



People should be able to contact and communicate with NHS England and share their views in lots of different ways. This makes things more accessible.



All NHS England staff should try their best to communicate with people who are interested in NHS England, or want to get involved.



This includes helping people to communicate using tools or aids.



It includes booking professional interpreters for meetings or events, when this is the right thing to do.

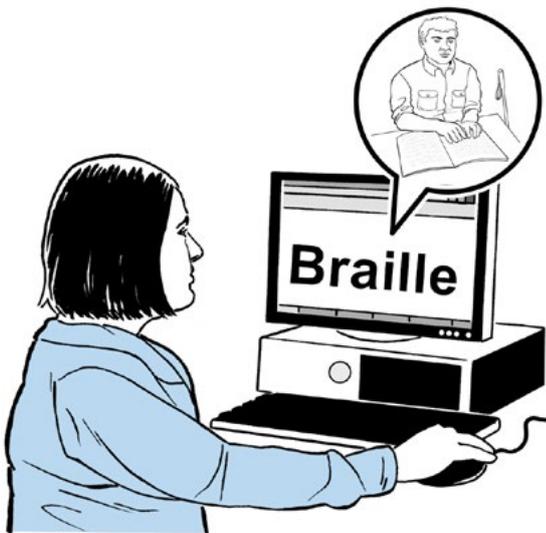


If people find it difficult to contact NHS England, or to communicate, a solution should be found.



People should be asked if they have any communication needs when they register for NHS England meetings or events.

## 7. Recording communication needs



NHS England staff should make sure that, if they have records about people who want to communicate with NHS England or get involved, they include information about their information and / or communication needs.

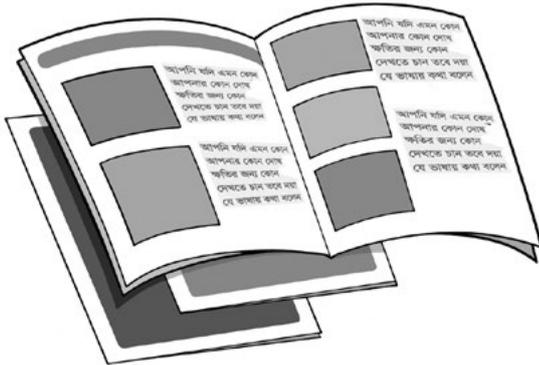


This includes recording if someone needs:

- Alternative or specific contact method(s)



- Professional interpretation or communication support

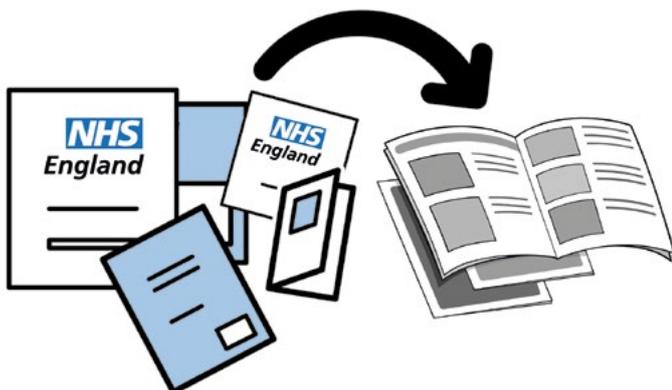


- Information in an alternative language or format



- Adjustments or aids needed / to be used to support effective communication

## 8. Accessible documents and information



NHS England publishes lots of documents and information. It is important that they are as accessible as possible.



It is also important that NHS England is careful about the money spent on interpreting, translation and producing different formats.



This is because the money could also be spent on other things, like health services.



All documents that are published on the NHS England website should be accessible for people that use screen-readers.



Screen-readers are used by some people who are blind or have visual loss. They change written words into spoken words.



All NHS England videos should include a transcript so that 'closed captions' can be added. This is so that people who are d/Deaf or have hearing loss can read the words that are spoken on the video.



Sometimes documents should be available in different formats or different languages.



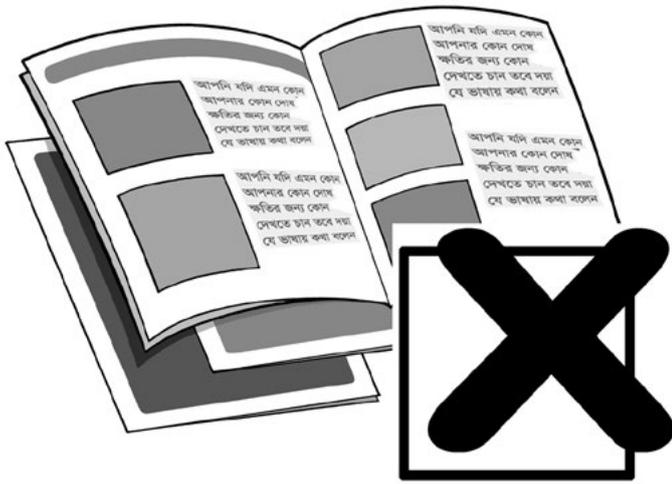
People should be able to ask for information in different languages or formats.

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact.....



All NHS England documents should include this statement:

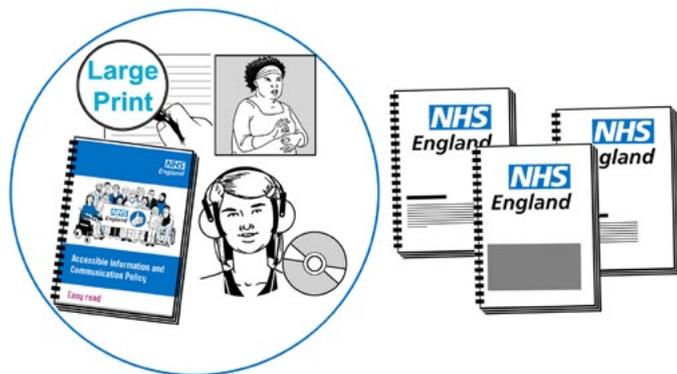
“This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request. Please contact: (insert contact details)”



Usually, NHS England's documents will not be available in different languages.



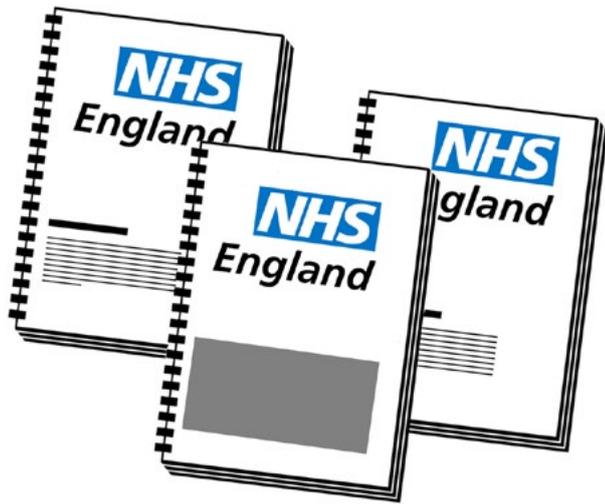
However, people should be able to ask for them to be translated if they need them to be.



Sometimes, NHS England's documents will be available in alternative formats, but not always.



This depends on the type of the document, what it says, and who the document is for.



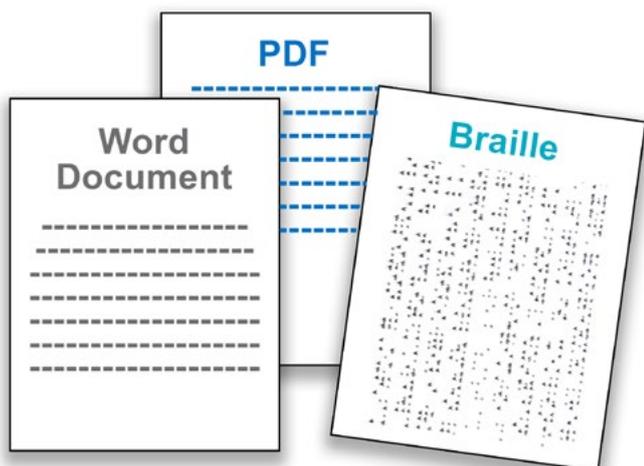
Every year, NHS England publishes a few very important documents.



These are promoted in the media, lots of people talk about them and things happen because of them.



These documents will be available from the NHS England website in audio, British Sign Language (BSL) video and in easy read.



They will also be available as a Word document, a PDF document and on request in braille.



For other documents, staff should think about the target audience (who the document is for)...



...and the content (what the document means), to decide whether alternative formats should be produced.



It is a good idea to publish alternative formats of documents when the document is aimed at the public, and the public are interested in what the document says.



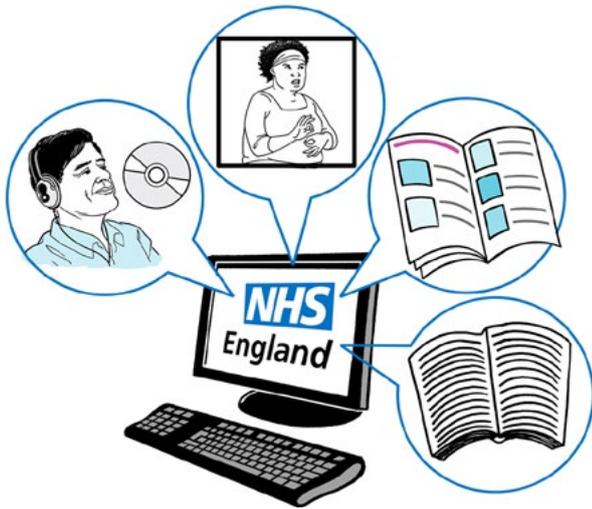
It is probably not a good idea to publish alternative formats when the document is aimed at professionals, and the content is technical or just for professionals to use.

NHS England staff should use this table to help them make decisions about producing alternative formats of their documents:

Target Audience	Count	Content	Count
<p>Public</p> 	3	Relevant to individuals (take action / be aware)	4
<p>General professionals</p> 	2	No action required of individuals / not directly relevant but may be of interest	3
<p>Specialist professionals and / or staff</p> 	1	Not relevant to individuals / no action required and unlikely to be of interest	2

# Target audience + Content = Total score

- A score of more than 6 means that it is probably a good idea to have alternative formats of the document produced straightaway.
- A score of 6 means that it might be a good idea to have some alternative formats available straightaway, or to think about having them available in case people ask for them. This depends on what the document says and who it is for.
- A score of 5 means that it is probably not a good idea to get alternative formats produced straightaway, but it is a good idea to have a plan for if people ask for them.
- A score of 4 or less means that it's probably not a good idea, or not possible, to have alternative formats of the document.



If it is decided that alternative versions of the document should be produced, then audio, British Sign Language (BSL) and easy read versions should be published on the NHS England website, next to the 'standard' document.



Audio CDs, BSL DVDs, braille copies and paper copies should be available on request.



For all documents, people should be able to contact the team that wrote the document to ask about alternative languages and formats.

**Please contact:**



The document should include contact details so that people can get in touch.



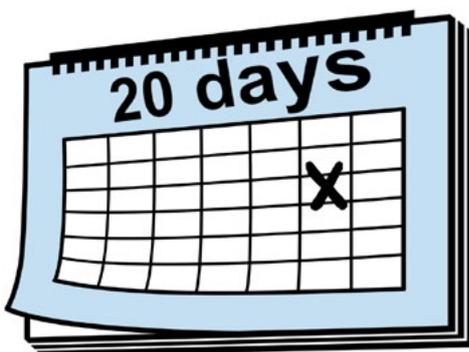
The team should also think about how they will handle any requests that they get.



Staff must handle all requests fairly, regularly and well.



People should not have a big delay in receiving information in an accessible format.



Turnaround times should not be more than 20 working days.

# 9. Further information and support



This information is available in alternative formats, including British Sign Language and large print, and may be available in alternative languages upon request.

Please contact:



**Tel 0300 311 22 33**



Email:

**[england.contactus@nhs.net](mailto:england.contactus@nhs.net)**



Or write to:

**NHS England,  
Accessible Information and  
Communication Policy,  
7E56, Quarry House,  
Quarry Hill, LEEDS LS2 7UE**

## Easy read

### NHS England Accessible Information and Communication Policy



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