

Accessible Information Standard:

Information

What is accessible information?

“The aim of the accessible information standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.”ⁱ

What are the requirements?

Ask what communication or information needs a person has

Record those needs

Clearly **Flag** them so that other professionals will see and follow them

Share the information with other professionals when consent has been given

And **Act** so that people can have information in the format that suits their needs and appropriate arrangements can be made for appointments

How to record a patient with Accessible Information needs

Information

The following guidance indicates how to record this on SystmOne.

1. Located on the Clinical Tree, Select Accessible Information button

The screenshot displays the SystmOne software interface. At the top, there is a header bar with the 'Accessible Information' button highlighted. Below this, the 'Clinical Tree' on the left side of the screen shows a list of clinical activities. The 'Accessible Information' button is circled in red and labeled with a red '1'. The main window displays the 'Accessible Information' form, which is divided into sections for 'Contact Methods & Information Format', 'Patient Preferred Contact Methods', 'Patient Preferred Information Format', 'Communication Professionals & Additional Support', and 'Additional Communication Support'. The form contains various checkboxes and text fields for recording patient needs. A red '2' is placed over the 'View' button in the top right corner of the form. A red '3' is placed over the 'Accessible Information' button in the top right corner of the main window.

2. Select the accessible information button to record needs of the patient. See below

3. Once the patient's requirements are recorded, the AIS icon will appear in Patient demographic box, indicating that this person an need/ requirement.

Further information :

For further information, please click on the [link](#) or search for **Communication Support** on the Intranet

ⁱ [NHS England Accessible Information Standard](#)