

Accessible Information Standard Review: Survey for support, supplier and representative organisations

# Introduction

The [Accessible Information Standard](https://www.england.nhs.uk/ourwork/patients/accessibleinfo/) was published by NHS England, following approval as a new ‘information standard’ for the NHS and adult social care system, in July 2015. Officially called [SCCI1605 Accessible Information](http://www.hscic.gov.uk/isce/publication/scci1605), the Accessible Information Standard (‘the Standard’) directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting individuals’ information and communication support needs, where those needs relate to a disability, impairment or sensory loss.

By law ([section 250 of the Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/7/section/250/enacted)), from 1st August 2016 onwards, all organisations that provide NHS care or publicly-funded adult social care must follow the Standard in full. Organisations that commission NHS care and / or publicly-funded adult social care, for example Clinical Commissioning Groups (CCGs) and local authorities, must also support implementation of the Standard by provider organisations.

This survey is part of the post-implementation review of the Standard. The purpose of the review is to assess the impact of the Standard and ensure that it is, and continues to be, ‘fit for purpose’.

Following the review, all of the feedback will be analysed and a report will be produced. Depending on the findings, revised versions of the Specification and / or Implementation Guidance for the Standard might be issued. However, there will be no substantive changes to the overall scope of the Standard.

Thank you for taking the time to contribute, we appreciate your feedback.

# Survey overview

These questions are for voluntary organisations, patient groups, local Healthwatch, professional representative bodies, communication professionals, IT system or software suppliers, and other organisations with an interest in the Standard.

There are other surveys for patients, service users, carers and parents, and for health and care professionals, and teams or organisations providing or commissioning NHS care or publicly-funded adult social care.

All surveys are anonymous and all questions are optional, or there is a ‘prefer not to say’ option. If you would also like to share good practice, a case study or the collated views of your members or those you represent please email [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net).

Please ensure you complete and return your survey before the deadline of 10th March 2017.

# Survey questions

1. Overall, what impact do you think the Accessible Information Standard has had?

* Very good
* Good
* Neither good or bad (neutral)
* Bad
* Very bad
* Prefer not to say

1. Please explain your answer to question one.

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1. What impact has the Standard had on you / your organisation?

* A significant impact
* Some impact
* Not much impact
* No impact
* Prefer not to say

1. Please explain your answer to question three.

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1. What impact has the Standard had on your members / those you represent?

* A significant impact
* Some impact
* Not much impact
* No impact
* Not applicable
* Prefer not to say

1. Please explain your answer to question five.

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1. Based on your experience / the experience of those you represent, what impact has the Standard had on patients, service users, carers or parents with information and / or communication needs relating to a disability, impairment or sensory loss?

* A significant impact
* Some impact
* Not much impact
* No impact
* Do not know
* Prefer not to say

1. Please explain your answer to question seven.

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1. Based on your experience / the experience of those you represent, what impact has the Standard had on NHS and / or adult social care commissioners and providers?

* A significant impact
* Some impact
* Not much impact
* No impact
* Do not know
* Prefer not to say

1. Please explain your answer to question nine.

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1. Based on your experience, what are the key challenges that NHS and social care organisations have faced in implementing and following the Standard?

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1. At present, there is no national reporting mechanism or dataset associated with the Standard (i.e. organisations are not required to routinely send data to NHS England). What do you think about this? Please select all that apply.

* A dataset should be established
* A dataset should not be established
* A dataset would create a significant additional burden on organisations
* A dataset would not create a significant additional burden on organisations
* A dataset would help with compliance
* A dataset would not help with compliance
* Prefer not to say

1. Have you supported your members’ and / or others’ compliance with the Standard? If so, how?

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1. Have you monitored your members’ and / or others’ compliance with the Standard? If so, how?

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1. Do you have any comments on the specification for the Standard which are not included as part of other questions?

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1. Do you have any comments on the implementation guidance for the Standard or support for organisations?

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1. How would you define your organisation or group, or the organisation you work for?

* A provider of communication support, for example British Sign Language interpretation or communication support for a person with learning disabilities
* A voluntary or community organisation working with people who are blind, d/Deaf, have hearing or visual loss, or a learning disability
* A different type of voluntary or community organisation
* An advocacy organisation
* A local Healthwatch organisation
* A patient group or Patient Participation Group
* A provider of information in alternative formats, for example braille
* A provider of assistive technology, for example hearing aids
* A professional representative body
* An IT system or software supplier
* A different type of organisation
* Prefer not to say

1. Are you responding as an individual, on behalf of a team or on behalf of an organisation?

* Individual
* Organisation
* Team
* Prefer not to say

1. If your organisation is a supplier of IT systems or services to organisations that provide NHS care and / or adult social care, have you adapted your systems or services to support your clients in meeting the requirements of the Standard?

* Yes, we have made significant changes
* Yes, we have made some changes
* No, we have not made changes because our systems already enabled compliance
* No we have not made changes
* Not applicable
* Prefer not to say

1. If you answered question 19, please explain your answer.

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Thank you for completing our survey.

Please return your completed survey by email to [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net) or post to Accessible Information Standard, NHS England, 7E56, Quarry House, Quarry Hill, Leeds, LS2 7UE.

Please ensure we receive your survey before the deadline of 10th March 2017.