

Accessible Information Standard Review: Survey for patients, service users, carers and parents

# 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

This survey is for patients, service users, parents and carers. It is also available online, and in audio, braille, British Sign Language video and easy read. You can request a copy in an alternative format by emailing [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net) or calling 0300 311 22 33.

There are also two other surveys - one for health and care professionals and organisations, and one for other organisations such as patient groups, interpreters and alternative format providers.

All surveys are anonymous and all questions are optional, or there is a ‘prefer not to say’ option.

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

# Survey questions

1. Do you find it difficult or do you need support to see, to hear, to speak, to read or to understand what is being said? For example, if you are d/Deaf, blind, have hearing or visual loss or have a learning disability.

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* Prefer not to say

1. Do you usually get the communication support you need when you use NHS services? For example, if you need a British Sign Language interpreter or communication support at your appointment.

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I do not use NHS services
* I do not need any communication support
* Prefer not to say

1. Do you usually get information in a format you can access and understand when you use NHS services? For example, information in easy read, braille or audio.

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I do not use NHS services
* I do not need information in a specific format
* Prefer not to say

1. Do you think there is any information you are missing out on when you use NHS services?

* Almost all information
* Most of the information
* Some information
* Not very much information
* No, I get all the information I need
* I do not need information
* I do not know
* Prefer not to say
* Not applicable

1. Do you usually get the communication support you need when you use social care services? For example, if you need a British Sign Language interpreter or a communication support worker at your appointment.

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I do not use social care services
* I do not need any communication support
* Prefer not to say

1. Do you usually get information in a format you can access and understand when you use social care services? For example, information in easy read, braille or audio.

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I do not use social care services
* I do not need information in a specific format
* Prefer not to say

1. Do you think there is any information you are missing out on when you use social care services?

* Almost all information
* Most of the information
* Some information
* Not very much information
* No, I get all the information I need
* I do not need information
* I do not know
* Prefer not to say
* Not applicable

1. In the last 6 months, have you been asked about your information and communication needs when using or contacting NHS services?

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I have not used NHS services in the last 6 months
* Prefer not to say

1. In the last 6 months, have you been asked about your information and communication needs when using or contacting adult social care services?

* Always
* Most of the time
* Sometimes
* Not very often
* No, never
* I have not used social care services in the last 6 months
* Prefer not to say

1. Over the last 6 months, have you noticed any improvement in getting accessible information or communication support from NHS services?

* Yes, a big improvement
* Yes, some improvement
* No, no improvement
* I have not used NHS services in the last 6 months
* I do not have information or communication needs
* Prefer not to say

1. Over the last 6 months, have you noticed any improvement in getting accessible information or communication support from adult social care services?

* Yes, a big improvement
* Yes, some improvement
* No, no improvement
* I have not used adult social care services in the last 6 months
* I do not have information or communication needs
* Prefer not to say

1. Please answer the questions below about your experience the last time you visited or used each of the services listed. Please select all that apply.
2. The last time I visited the GP / saw a doctor:

* I received accessible information
* l received communication support
* The accessible information and / or communication support had improved
* Not applicable

1. The last time I used NHS hospital services as an outpatient:

* I received accessible information
* l received communication support
* The accessible information and / or communication support had improved
* Not applicable

1. The last time I was an inpatient at an NHS hospital:

* I received accessible information
* l received communication support
* The accessible information and / or communication support had improved
* Not applicable

1. The last time I used adult social care services (for example a care home or day centre):

* I received accessible information
* l received communication support
* The accessible information and / or communication support had improved
* Not applicable

1. The last time I visited an NHS dentist:

* I received accessible information
* l received communication support
* The accessible information and / or communication support had improved
* Not applicable

1. Thinking about the NHS or adult social care services you use, have you been asked for feedback about your experience and / or have you been able to provide feedback in a way which is accessible to you? Please select all that apply.

* Yes, I have been asked for feedback in a way which is accessible to me
* Yes, I know how to provide feedback in a way which is accessible to me
* Yes, I have provided feedback
* No, I have not been asked for feedback in a way which is accessible to me
* No, I don’t know how to provide feedback in a way which is accessible to me
* No, I haven’t been able to provide feedback in a way which is accessible to me, although I wanted to
* Prefer not to say

1. If you are a parent or a carer with information and / or communication needs, please use this space to add any comments about the information or support you receive when you attend appointments or access services with your child / children or the person you care for (rather than when you attend appointments or access services yourself).

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1. What impact do you think the Accessible Information Standard has had?

* Very good
* Good
* Neither good or bad (neutral)
* Bad
* Very bad
* I have not heard of the Standard before now
* Prefer not to say

1. During the last 6 months, if you have received accessible information and / or communication support from NHS services or adult social care services, and you would like to tell us about the impact this has had, please do so here.

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1. If health and social care organisations always gave you information in a format you could understand and if you always got the support you needed to communicate, what difference would this make to you?

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1. If you have any other comments you would like to make about your experiences of getting accessible information and / or the communication support you need from health and social care organisations, please write or type them here.

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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.