



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

## 1. Introduction

The Accessible Information Standard says that people who have a disability, impairment or sensory loss should get information in a way they can access and understand.

It also says that they should get support with communication if they need it.





The Accessible Information Standard tells organisations how to do this.



The law says that, from 1st August 2016 onwards, all organisations that give NHS care or adult social care have to do what the Standard says.



This survey is part of the review of the Standard. The review is looking at the impact of the Standard and making sure that it is 'fit for purpose'.



After the review, NHS England will look all of the feedback and write a report. Some changes might also be made to technical documents about the Standard. However, there will be no big changes to what the Standard says overall.

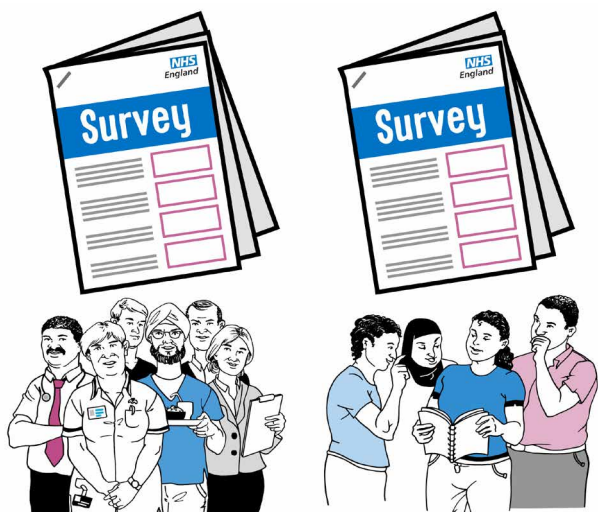
## 2. About the survey

This survey is an easy read version of the review survey for patients, service users, parents and carers.

The survey is also available online, and in audio, braille and British Sign Language video. You can ask for a copy in a different format by emailing: [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net) or calling **0300 311 22 33**.

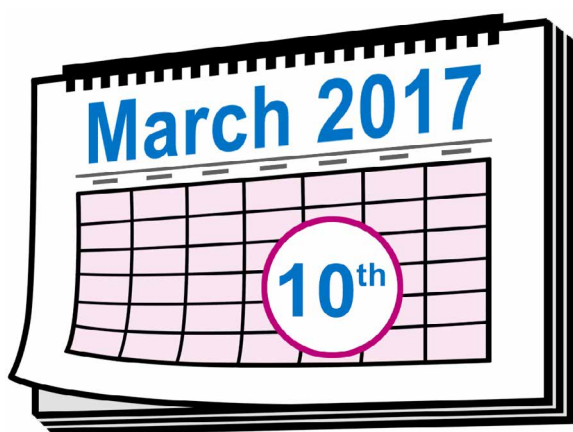
There are also two other surveys - one for health and care professionals and organisations, and one for other organisations such as patient groups.

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



**Prefer not  
to say**





Thank you for completing our survey.  
Please ensure you return your  
survey before the deadline of:

**10th March 2017**

### 3. 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.

**Please mark one box**

☐

**Always - Yes**

☐

**Not very often**

☐

**Most of the time**

☐

**No, never**

☐

**Sometimes**

☐

**Prefer not to say**





2. Do you get help when you go to the doctors or hospital to communicate?

For example, a British Sign Language interpreter?

**Please mark one box**

☐

**Always - Yes**

☐

**No, never**

☐

**Most of the time**

☐

**I do not use NHS Services**

☐

**Sometimes**

☐

**I do not need any communication support**

☐

**Not very often**

☐

**Prefer not to say**



3. Do you get information from the doctors or hospital in a way you can understand?

For example, easy read, braille, audio?

**Please mark one box**

☐

**Always - Yes**

☐

**No, never**

☐

**Most of the time**

☐

**I do not use NHS Services**

☐

**Sometimes**

☐

**I do not need information in this way**

☐

**Not very often**

☐

**Prefer not to say**



4. When you go to the doctors or hospital is there information you are missing out on?

Please mark one box

- ☐ I miss out on most of the information
- ☐ I miss out on some of the information
- ☐ I do not know
- ☐ I miss out on all the information

- ☐ I get all the information I need
- ☐ I don't get very much information
- ☐ I do not need information
- ☐ I do not use NHS services
- ☐ Prefer not to say



5. Do you get help when you use social care services to communicate? Social care services include care homes, day centres or support from a social worker.

Please mark one box

- ☐ Always - Yes
- ☐ 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



6. Do you get information from social care services in a way you can understand?

For example, easy read, braille, audio?

Please mark one box

☐

Always - Yes

☐

No, never

☐

Most of the time

☐

I do not use social care services

☐

Sometimes

☐

I do not need information in this way

☐

Not very often

☐

Prefer not to say



7. When you use social care services is there information you are missing out on?

Please mark one box

☐

I miss out on most of the information

☐

I get all the information I need

☐

I miss out on some of the information

☐

I don't get very much information

☐

I do not know

☐

I do not need information

☐

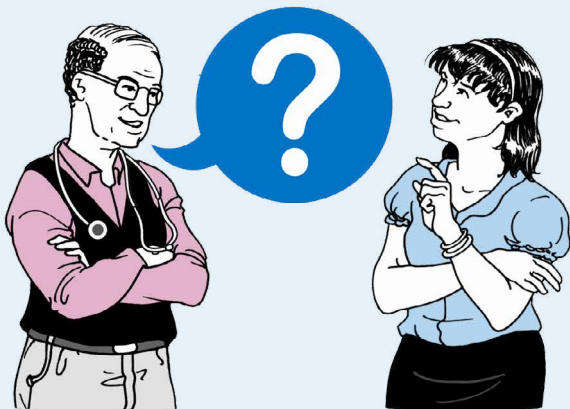
I miss out on all the information

☐

I do not use social care services

☐

Prefer not to say



8. In the last 6 months, have you been asked about your information and communication needs when you go to the doctors or hospital?

**Please mark one box**

☐

**Always - Yes**

☐

**No, never**

☐

**Most of the time**

☐

**Prefer not to say**

☐

**Sometimes**

☐

**I have not used NHS services in the last 6 months**

☐

**Not very often**



9. In the last 6 months, have you been asked about your information and communication needs when you use adult social care services?

**Please mark one box**

☐

**Always - Yes**

☐

**No, never**

☐

**Most of the time**

☐

**Prefer not to say**

☐

**Sometimes**

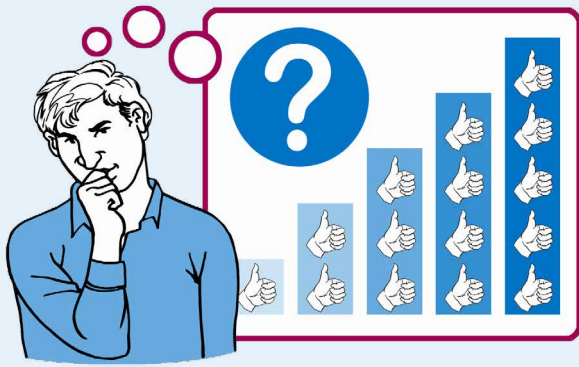
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**I have not used adult social care services in the last 6 months**

☐

**Not very often**



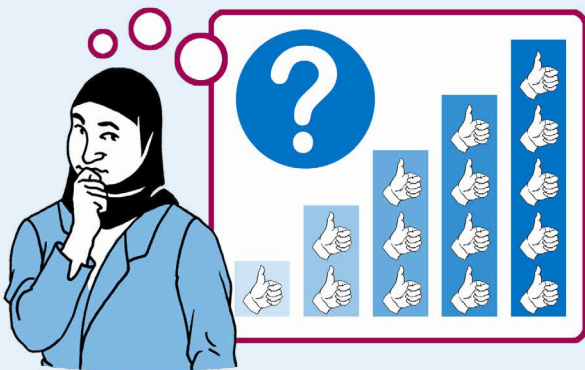


**10.** Over the last 6 months, do you think that getting accessible information or communication support from the doctors or hospital has got better?

**Please mark one box**

- ☐ **Yes, a big improvement**
- ☐ **Yes, some improvement**
- ☐ **No, no improvement**

- ☐ **Prefer not to say**
- ☐ **I do not have information or communication needs**
- ☐ **I have not used NHS services in the last 6 months**



**11.** Over the last 6 months, do you think that getting accessible information or communication support from adult social care services has got better?

**Please mark one box**

- ☐ **Yes, a big improvement**
- ☐ **Yes, some improvement**
- ☐ **No, no improvement**

- ☐ **Prefer not to say**
- ☐ **I do not have information or communication needs**
- ☐ **I have not used adult social care services in the last 6 months**



**12.** Please answer the questions below about the last time you used each of the services listed. Please mark as many boxes as you want.

**a.** The last time I went to the doctor:

☐

**I got accessible information**

☐

**Not applicable**

☐

**I got communication support**

☐

**The accessible information and / or communication support was better**



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

☐

**I got accessible information**

☐

**Not applicable**

☐

**I got communication support**

☐

**The accessible information and / or communication support was better**



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

☐

I got accessible information

☐

Not applicable

☐

I got communication support

☐

The accessible information and / or communication support was better



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

☐

I got accessible information

☐

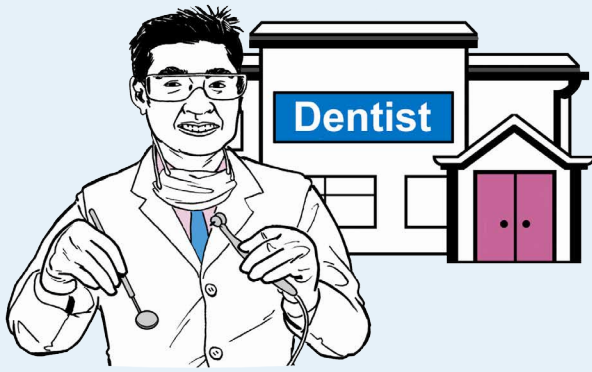
Not applicable

☐

I got communication support

☐

The accessible information and / or communication support was better



e. The last time I went to the dentist:

☐

I got accessible information

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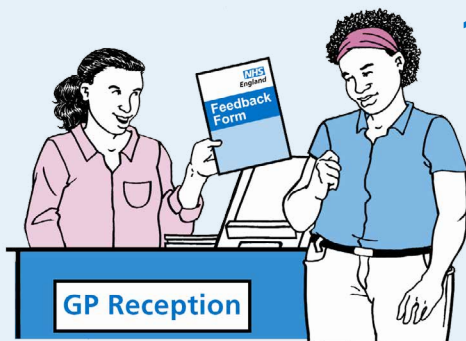
I got communication support

☐

Not applicable

☐

The accessible information and / or communication support was better



13. Thinking about the NHS or adult social care services you use, have you been asked for feedback about your experience? Please mark as many boxes as you want.

☐

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

- 14.** If you are a parent or a carer with information and / or communication needs, please use this space to add any comments about the support you get when you go to appointments or use services with your child / children or the person you care for (this is different to when you go to appointments or use services for yourself).



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- 15.** What impact do you think the Accessible Information Standard has had?

**Please mark one box**

☐

**Very good**

☐

**Very bad**

☐

**Good**

☐

**I have not heard of the Standard before now**

☐

**Neither good or bad**

☐

**Prefer not to say**

☐

**Bad**



**16.** 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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**17.** What difference does it make to you when you get the right information and communication support?



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18. 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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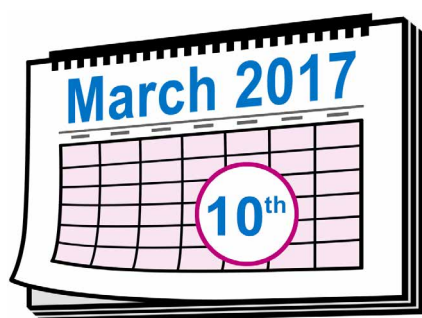
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Thank you for completing our survey. Please return it by email to:  
**[england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net)**

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**