The new Accessible Information Standard was agreed on 24th June 2015.

All organisations that provide NHS or adult social care must follow the Accessible Information Standard by law.

Organisations must follow the standard in full by 31st July 2016.

East of England Ambulance Service NHS Trust will meet the information and communication needs of the user group and patients.
Aims

The Accessible Information Standard aims to make sure that disabled people have access to information that they can understand and any communication support they might need.

The standard tells organisations how to make information accessible to the following people:

- Patients
- Service users
- Their carers and parents.

This includes making sure that people get information in different formats if they need it, such as:

- Large print
- Braille
- Easy Read
- Email

What does the Accessible Information Standard tell organisations to do?

As part of the Accessible Information Standard, we will ask the following questions to enable us to meet your needs:

1) We will ask you if you have any information or communication needs and use the relevant interpretation/translation services to meet them.

2) We will record these needs in a set way.
With your permission, we will highlight this in your file, so it clearly explains how these information/communication needs can be met.

With your permission, we can share this information with other NHS and adult social care providers to ensure that your communication needs are met.

We aim to ensure that our user group and patients get information in an accessible way as well as receiving communication support if they need it.
Who must follow the Accessible Information Standard?

All organisations that provide NHS or adult social care must follow the standard.

This includes NHS Trusts and Foundation Trusts, and GP practices.

Organisations that pay for and make decisions about NHS and adult social care services must also support the standard.
Why must organisations follow the standard?

Organisations must follow the standard by law. This is explained in Section 250 of the Health and Social Care Act 2012.

More Information

More information on the Accessible Information Standard can be found on the NHS England website

[www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo)

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Patient, Public and Involvement Team

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We can provide information in the following formats:

- LARGE PRINT
- BRAILLE
- EASY READ
- SUPPORT FROM A BRITISH SIGN LANGUAGE (BSL) INTERPRETER
- DEAFBLIND MANUAL INTERPRETER OR AN ADVOCATE
- We would like to hear of any other ways to meet your information and communication needs

Our Website provides the following Function:

- **Browsealoud** on the website, which can also translate pages and content into a wide variety of languages

- Text resizing and page magnification

- Text only web pages; including ability to change colours and font size

For more information please contact our Equality Diversity and Inclusion Manager: Navrita.Atwal@eastamb.nhs.uk