

For more information contact:

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Patient Experience Manager

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Or, you can email the patient experience team using the email:

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Communication support for people with disabilities (Accessible Information Standard)

This leaflet can be made available
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

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What is the Accessible Information Standard?

Do you, or someone you care for, have a disability and need help with communicating with hospital staff or to read/understand the information we send to you?

The Accessible Information Standard was introduced to make sure that providers of health and social care services have systems in place to identify and meet a patient's additional communication or information needs.

Organisations must:

1. **Identify** the communication and information needs of those who use their services
2. **Record** the communication and information needs they have identified
3. Have a consistent **flagging/alert** system so that when a member of staff opens the individual's record it is immediately brought to their attention if the person has a communication or information need
4. **Share** the identified information and communication need of the individual when appropriate
5. **Meet** the patient's communication and information needs identified

For us to be able to provide for your communication or information needs you need to **tell us** what they are.

You can tell us:

How you communicate eg British Sign Language, Makaton etc.

What you need to help you communicate eg hearing aids, or a personal listener etc.

How you need us to provide you with written information eg braille, large print, easy read.

What is the best way for us to contact you eg phone call, text message, email or letter.

How can you tell us what your needs are?

There are several ways you can inform us by:

- Telling someone from the appointments team when you are booking an appointment with us
- Telling a member of staff when you arrive in a clinic or the Emergency Department
- By telling the receptionist or nursing staff when you visit the hospital
- By contacting the Head of Patient Inclusion and Experience or the Patient Experience Manager (contact details overleaf).

Once you have told us exactly what your needs are and what we need to do to support you, an alert will be placed on your electronic patient record that will appear each time a member of staff opens your records, this will enable us to meet your needs.

At our reception desks you can also pick up one of our patient communication cards, and fill in the details of your needs on the back of the card and hand it to a member of staff in the area you are visiting.

