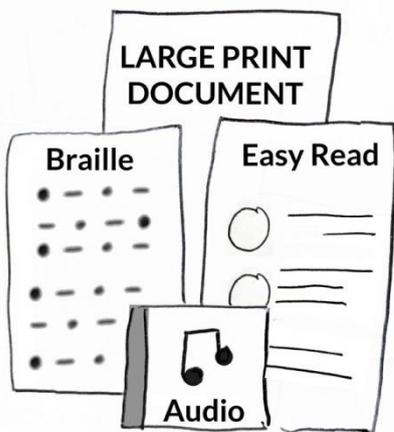


# Accessible Communications Policy Summary

**How we communicate with people in a way they can understand.**



The aim of our accessible information policy is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

This includes making sure that people get information in different formats if they need it, for example in large print, Braille, easy read or via audio.

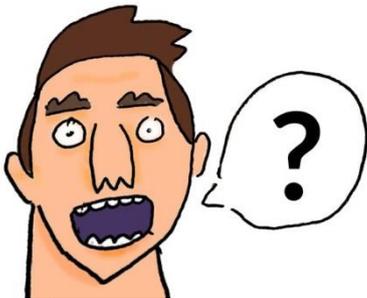
**On the 24th of July 2015 the new 'accessible information standard' was approved and became a legal requirement from the 1st April 2016**



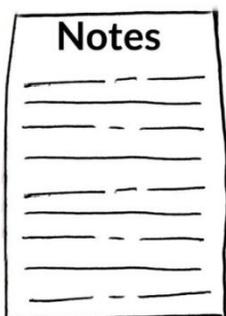
All organisations that provide NHS or adult social care must follow the accessible information standard by law.

The Equality Act 2010 and the Health and Social Care Act 2012 requires us to provide information in accessible format to people that have a disability.

**As part of the accessible information standard, organisations that NHS or adult social care must do five things. They must:**



1) Ask people if they have any information or communication needs, and find out how to meet their needs.

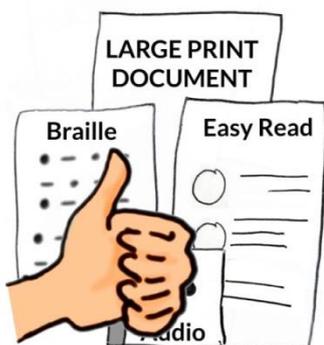


2) Record those needs clearly and in a set way.

3) Highlight or flag the person's file or notes so it is clear that they have information or communication needs and how to meet those needs.



4) Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.



5) Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

As a commissioner of healthcare services we also have to make sure that GP practices and provider organisations meet the requirements of the new standard.

## Our Accessible Communications Policy says:



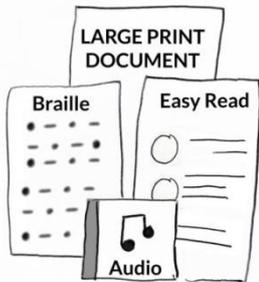
We will use clear language in our publications and on our website and avoid unnecessary jargon by using plain English.



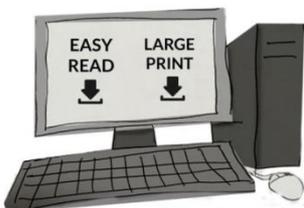
Wherever possible we will use a minimum recommended font size of 12 point in a clear font type such as Arial across all information we produce.



We will make sure that we continue to meet recognised web content accessibility standards (WCAG 2.0) to a minimum standard of AA compliance for all online information we produce.



When gathering information about the views of people that use services in North West Surrey we will provide consultation materials in a range of other formats upon request.



We will ensure that key documents that are published on our website are produced in an easy read format and large print.

**For further information about how to request documents in a different format please contact our Communications and Engagement Team at:**

**[nwscg.comms@nhs.net](mailto:nwscg.comms@nhs.net), Tel No. 01372 232463 or textphone on 07880 091328**