

# Making health and social care information accessible

## Overview

NHS England want to make sure that patients, service users, carers and parents receive information in a format that they can understand and communication support if they need it. As part of this, we are writing a new guidebook or 'Information Standard' for health and social care organisations.

## Why We Are Consulting

This survey is part of the consultation on the draft standard. We would like to know what you think about the draft standard we have written, before the standard is final. Please read the consultation document which explains more about the standard before you answer these questions. You can read the consultation document at our website at [www.england.nhs.uk/accessibleinfo](http://www.england.nhs.uk/accessibleinfo) or you can ask for a copy to be sent to you by emailing us at [england.nhs.participation@nhs.net](mailto:england.nhs.participation@nhs.net) or telephone 0113 8251324. The consultation document and this survey are available in a range of different formats.

## Give Us Your Views

**Online Survey** <<https://www.engage.england.nhs.uk/consultation/cab3e456/consultation>>

### Contact

Sarah Marsay  
(Public Engagement Account Manager)  
Patient and Public Voice  
07824124414  
[sarah.marsay@nhs.net](mailto:sarah.marsay@nhs.net)

### Dates

#### Consultation is Open

Runs from 11 Aug 2014 to 9 Nov 2014

### Other Information

#### Audience:

- Service providers,
- Patients,
- Service users

#### Interests:

- Patient and public voice,
- Reducing health inequalities,
- Public