Accessible Information Standard

Healthwatch Hampshire, Isle of Wight, Portsmouth, Southampton

Aims

Funded by NIHR
communities underserved by research grant scheme

Aims

- raise awareness of the standard
- enable unheard voices to be heard
- improve the use of the standard

We want to know:

- if people are getting information in the way that is right for them

- what could be better about the way you get information

Coproduced with

Dynamite Porstmouth

Hampshire Parent Carer Network

MAKE (Aldingbourne Trust)

Mencap Isle of Wight

People Matter isle of Wight

Portsmouth Association for the Blind

Sight for Wight

Southampton Sight

Portsmouth Deaf Association Club

Winchester Go LD

Change needed & what we did

Why?

Feedback that people were not having their information and communication needs met ....leading to loss of independence, privacy, dignity, having to rely on others and potentially not having health needs met

What?

Co produced engagement – design and delivery

Asked 118 people in Focus groups:

Have you heard about the AIS
What works well
What doesn't work
What could be done better

Wrote up the findings and presented to ICB

Impact

Accessible Information Standard: Report Findings

- System Group established – led by ICB, representing all providers, working together to share good practice, drive improvements, increase consistency on an ongoing basis with Healthwatch round the table

- Our recommendations form the action plan

- Providers carried out AIS Self Assessment (one of 2 national pilots) - identifying gaps in adherence to the standard at local level, resulting in immediate improvements and agreement of system wide priorities e.g.: IT systems to better record, flag and share; staff staff training; awareness raising about rights and resources