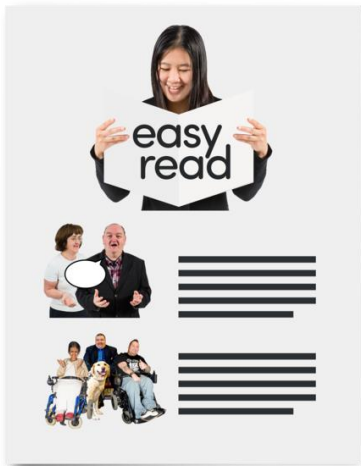




# Rights Round Table Newsletter 2



In the group, we talked about accessible information, which means having information we can all understand.

Health and social care services **must** provide information in ways you understand.

This includes Social Workers, GPs, Dentists and information from NHS hospitals.

They should ask you about the best way to give you information. This could be easy read, or having more time for appointments.

They should remember what you tell them, and provide this support every time they give you information.

This is called the **Accessible Information Standard**.



Accessible  
Information  
Standard

## Our group members said...



I ask a family member to read letters from the NHS or Social Workers. I can't understand the jargon.

One NHS service sends me info in easy read, but the rest don't.

When I've been into hospital the staff explain things well and listen to me. It's the information before the appointment that needs to be easier to understand.

What are your experiences of having accessible information?

**Our next Zoom meeting is on Monday 23<sup>rd</sup> November, 2.30pm - 3.30pm.**

**Get in touch if you would like to be part of the Rights Round Table**



**0191 281 8737**

**sally.hoban@skillsforpeople.org.uk**

