

Do you have communication needs?

It is the law for the NHS and social care providers to help you understand information about your health and social care under the Accessible Information Standard

Here are 5 things NHS and Social Care services must do for you:

Ask



The service should ask if you have any information and/or communication needs

Record

They should make sure these needs are recorded on your notes



Highlight



They should flag and alert staff your requirements

Act

The service should be communicating about your care, your way



Share



If you agree, the service should share with other services your requirements

If your needs aren't being met tell the service. It's your right to receive information in a way you understand.

You can also give feedback to us at:
email healthwatchesunderland@pcp.uk.net
call 0191 514 7145 text 07418 364 340

healthwatch
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