

KNOW YOUR RIGHTS



NHS



From 31st July 2016 information from health services must be accessible to deaf people.

The Accessible Information Standard applies to all NHS and adult social care services in England.



Want a BSL/English interpreter for appointments?

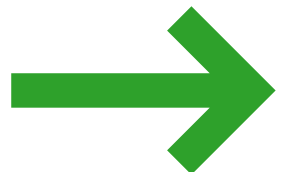


Want to book appointments online?



Want a speech-to-text-reporter?

FIND OUT MORE...



THE ACCESSIBLE INFORMATION STANDARD SAYS...



Health services like doctors and hospitals **MUST** ask you how you prefer to communicate. This includes:

- **How you want to communicate when you see a doctor or nurse**
- **How you want to make and receive contact with a health service**
- **How you want health services to give information to you**

All your choices should be recorded in your patient record so that all health staff know how you want to communicate.

Health staff must share information about how you like to communicate with other health staff.

Health services must make sure your communication needs are met.

**Want more information? Got a question?
Need some help? We are here for you...
Contact our Access Advice Service:**

Email access@signhealth.org.uk SMS 07500 760990 or contact us via INTERPRETERNOW on jo.parr@i-now.uk

Visit www.signhealth.org.uk/access for more information
SignHealth, 5 Baring Road, Beaconsfield, Bucks HP9 2NB

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