

# Accessible Information Policy



Information for patients and service users

## **1. Background to our accessible communications policy**

We are committed to putting people who use our services at the centre of our work.

This includes collecting and using their views and experiences, and making sure that they can access the information they need to make good choices about their care.

We want to make sure that everyone can access and understand the information or letters we provide, and that they can communicate with us in ways that meet their needs.

This leaflet sets out our approach to achieving these aims.

## **2. Accessible information: our overall aims**

We are committed to:

- asking patients and carers if they have any information or communication needs, and finding out how to meet these needs.
- recording and communicating these needs to our staff. We will also communicate the needs with other health and social care staff – when we have consent to do so.
- providing information in clear and simple language.
- making our website easy to use.
- making our information available in different formats, such as easy-to-read format and in large print.

### **3. The general principles of our approach**

We will do the following.

- We will use clear language in our letters and information and on our website, avoiding any unnecessary jargon.
- We will display clearly, on our website and in our publications, how people can ask for accessible and alternative versions of summaries of our information.
- We will make sure our website is as accessible as possible and continues to meet national standards.
- We will consider whether we can meet our legal duties in a range of ways. For example, information asked for in an alternative format or language may sometimes be communicated more effectively in another way such as through face-to-face meetings.
- We will promote this accessible communications policy both outside the organisation and to our staff, so that people know about it.
- We will regularly monitor, evaluate and review the effectiveness of our approach, and amend it as necessary.
- We will promote the availability of alternative format publications and hard copy requests on our website so people can make informed choices about their care.
- We will report on the number of requests we get for alternative formats from members of the public.

## **4. Delivering our policy**

All members of staff are responsible for helping to deliver this policy by communicating in a way that is accessible to everyone, including those who access information in other formats or languages.

However, we also have a dedicated staff member who is directly responsible for delivering the accessible communications policy, including advising staff on how to put it into practice.

## **5. More information**

For more information about this policy, including easy-to-read and other accessible versions of it, and to find out how to ask for information in accessible formats, please contact our PALS Team:

email: [wnt-tr.pals@nhs.net](mailto:wnt-tr.pals@nhs.net)

Telephone: 01934 647216

Address: Weston Area Health NHS Trust,  
Grange Road, Weston-super-Mare,  
BS23 4TQ

## **Help us prevent the spread of infection in hospital.**

Please make sure your hands are clean. Wash and dry them thoroughly and/or use the gel provided.

**If you have been unwell in the last 48 hours, please consider whether your visit is essential.**

If you need this leaflet in a language other than English, or would like to receive this information in large print, easy-to-read, Braille or audio, or if you need help with communicating with us, for example because you use British sign language, please contact the Patient Advice and Liaison Service (PALS) on 01934 647216 or email [wnt-tr.pals@nhs.net](mailto:wnt-tr.pals@nhs.net).



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**Twitter: @WestonNHS**

**For details on how to contact us via email, please visit our website.**