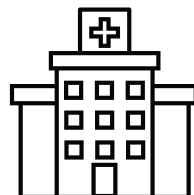


Accessible Information Standard for deaf and hard of hearing patients

THE DEAF HEALTH
CHARITY
SIGNHEALTH

All NHS dentists, doctors, hospitals, opticians and public social care providers must follow the Accessible Information Standard.



Health providers must **ask** patients what their communication and information needs are.

Ask

I need a communication professional

The NHS must **record** this information. Their system must **flag** up your needs each time.

Deaf patient

NHS professional

And **share** this information with other NHS professionals involved in the patient's care.



How to make a complaint for deaf patients

**THE DEAF HEALTH
CHARITY
SIGNHEALTH**

If...

They didn't book a communication professional!
I am not happy.



Deaf patient



Make a complaint to that service e.g. PALS



If you need support with complaint contact your local healthwatch.

healthwatch

Tips on making a complaint to the NHS in England



BSL accessible video available

More information on AIS for health professionals

AIS resources for health professionals

NHS **healthwatch**

