

Making information more accessible

The NHS and social care should, by law, provide healthcare information in an accessible format

The backstory



Many people are not getting information from GPs, hospitals, dentists, care providers and others in formats that meet their needs, is easy to read and understand.

“Not everyone can use the phone or access services online. The healthcare system doesn’t anticipate that.”

Story shared with Healthwatch North Yorkshire



How accessible is information?

59% of people that shared their feedback with Healthwatch said they had to rely on someone else to read information to them.

Acting on your feedback

Healthwatch wrote a report for NHS and social care providers, **highlighting the daily challenges** people with communication needs face **in accessing the healthcare information they deserve.**

Accessible information: the impact of our report



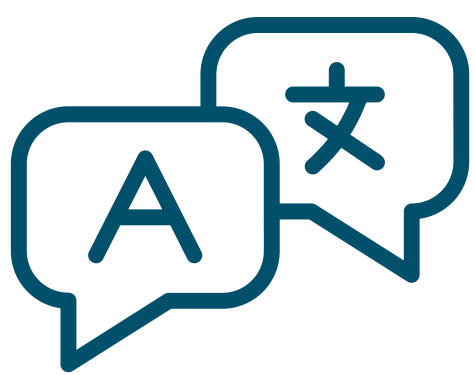
The NHS in Harrogate has a feedback system called "Ask, Listen, Do" and offers feedback forms in easy-read so people can share their views.



The NHS in Humber and Whitby offers information in accessible formats for people with disabilities or sensory impairments. They regularly meet with people to continually improve their services.



The hospitals in South Tees ask for feedback from community groups. They remind people about their healthcare appointments in letters and correspondence that they can understand.



The NHS in Harrogate has guidelines to help staff create easy-to-read materials and offers them to people, including other languages.



The NHS in Humber and North Yorkshire uses Silktide to test website accessibility. The "Let's Get Better" healthcare advice site scored 95% on accessibility.

Accessible information: the impact of our report

York and Scarborough hospitals use a system called Synertec to create letters in formats like large print and easy-read.

Whitby Hospital have a special alert system for patient records for anyone with a healthcare communication requirements.

Humber NHS services runs groups to gather input from patients and carers, involving them in decision-making when it comes to their healthcare and accessibility.

Teams across the NHS manage accessible information and regularly share good practices and challenges to improve their services and accessibility.

North Yorkshire Council (Safeguarding Adults Board) has committed to supporting and acting on the recommendations of our Healthwatch report.