



Rev.	Date	Nature of Changes	Approved By	Review
0	15/09/2025	Original issue.	Dr Richard Azzawi-White	15/09/2026

Accessible Information Policy

Introduction / Purpose

Haven Medical is committed to ensuring that all patients, service users, carers and parents can access and understand the information they need to make informed decisions about their health and care. We comply with the Accessible Information Standard (AIS), as required by the Health and Social Care Act 2012 and monitored by the Care Quality Commission (CQC).

This policy ensures that people with a disability, impairment or sensory loss receive information in formats they can understand and are provided with appropriate communication support where necessary.

Scope of Policy

This policy applies to all staff and covers all forms of communication including face-to-face, written, telephone and digital.

The Policy

We will:

- Identify and record individuals' communication and information needs as early as possible.
- Flag these needs clearly and consistently on patient records.
- Share information about individuals' needs with relevant staff and services, with consent.
- Meet these needs by providing information in accessible formats (e.g. large print, braille, easy read, audio) and/or communication support (e.g. British Sign Language interpreters, advocates). Where these are not readily available, we will do our best to find solutions agreeable to the patient.
- Review and update recorded needs regularly.

All staff are responsible for:



- Asking patients if they have any specific communication needs.
- Recording and acting on those needs appropriately.
- Seeking support or advice if unsure how to meet a patient's needs.

HAVEN MEDICAL
HEALTHCARE SPECIALISTS

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Person accountable for policy	RAW