

Accessible Information Standard (AIS) for GPs

What it is and what it means for you



This document was written by the **Welsh Government**. It is an easy read version of '**Accessible Information Standard**'.

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About the AIS



Llywodraeth Cymru
Welsh Government

We are the Welsh Government.



This document is about the
**Accessible Information
Standard (AIS).**



We will call it the **AIS** for short.

The **AIS** is a set of rules.

The rules say GP practices must:

- Find out if someone needs help to understand or communicate.
- Give people information they can understand.
- Give people support to communicate if they need it.



Who the AIS is for

The **AIS** supports everyone who needs support to understand or communicate.

This includes people who:



- Are D/deaf, deafened, or hard of hearing.



- Use British Sign Language.



- Are blind or have poor eyesight.

- Are deafblind.



- Are disabled.



- Have dementia.



- Are neurodivergent. Neurodivergent means people whose brains work differently. For example, autism is a neurodivergent condition.



- Find reading or writing hard.



- Are parents or carers who find it hard to understand or communicate.



- Do not speak English or Welsh as their main language.

We have updated the **AIS** to make sure **everyone** is supported. The old **AIS** only supported people who have sight or hearing loss.

What the AIS does

The **AIS** makes sure people get:

1. **Information they can understand.** For example:



large print



- Easy Read

- Large print

- Braille

- By email

- By phone

- By video

2. **Communication support they need.** For example:



- A British Sign Language interpreter.



- An interpreter for their own language.



All GP practices in Wales must follow the AIS.

What GP practices must do

All staff at GP practices must:



1. Ask

Find out if you or your carer needs help with information or communication.



2. Record

Write down what help you need in a clear way.



4. Share

Share this information with other NHS services if needed.

Follow the correct rules about sharing information.



5. Act

Make sure you get the right support and information in a way you understand.

Why this is important

The **AIS** helps GP practices give the right help to people who find communication harder.

Good communication means people:

- Understand their health and care
- Feel confident to ask questions
- Can make good choices
- Are more likely to stay healthy



More information



Llywodraeth Cymru
Welsh Government

This is 1 of 3 new documents made by the Welsh Government with partners.



The first document is the **Accessible Communication and Information Standards Wales**.

These Standards say what healthcare services must do to communicate with people.



There is an Easy Read document about the Standards here:

www.gov.wales/accessible-information-standard-ais-gp-practices



The second document is the **Accessible Information Standard for GPs**.

The **AIS** helps GP practices give the right help to people who find communication harder.



The third document is new **Rules for NHS staff using interpreters and translation services in healthcare.**

These rules explain how to arrange translation or interpreting services for patients.



Translation means changing written words into another language.
Interpreting means changing spoken words into another language.



There is an Easy Read document about these rules here:

www.gov.wales/accessible-information-standard-ais-gp-practices

All together these rules and standards will help people:

- Understand their health and care
- Feel confident to ask questions
- Make good choices
- Stay healthy



For more information about the new rules and standards:



Go to our website: www.gov.wales/accessible-communication-and-information-standards-healthcare



Or email us at: hsceyg.equalityteam@gov.wales

Easy Read Health Information



For Easy Read health information try the NHS Wales Easy Read Health A-Z: 111.wales.nhs.uk/easyreads/easyread.aspx

Easy Read Annual Health Checks Information



Public Health Wales has made an easy read resource pack for **Annual Health Checks**.

It has useful information and easy read resources to help you get your Annual Health Check.



You can find it here: bit.ly/EasyReadAHC