

FOI Ref: 2122004 – AIS Standard

1. Are you AIS compliant?

All organisations that provide NHS care or adult social care are required to follow the new AIS standard, including NHS Trusts and Foundation Trusts, and GP practices. As part of the accessible information standard, these organisations must do five things:

- Ask people if they have any information or communication needs and find out how to meet their needs.
- Record those needs clearly and in a set way.
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.
- Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand and receive communication support if they need it.

The CCG does not provide services apart from Continuing Health Care (CHC), the CHC team is AIS compliant and provides accessible documents.

Our role with AIS is to monitor and gain assurance from providers. We are not required to report on this to NHSE.