# A, B, C of getting accessible health and care information in Wales

If you are accessing the NHS or social care you have the right to be communicated with in a format you can read and understand. It is important you follow these three simple steps, the A, B, C of accessible health and care information, to ensure you get information about your care in the format you need.

If you live in England, Scotland or Northern Ireland, guides to request accessible health and care information can be found at [www.rnib.org.uk/myinfomyway](http://www.rnib.org.uk/myinfomyway), or you can contact RNIB’s Sight Loss Advice Service to ask for a copy (contact details below).

## A: Ask

When you access any NHS service, or publicly funded social care, it is important you ask the provider to record on their systems your communication needs. For example, you can let your GP practice, hospital or your local social care service know you need information by email, text, large print, audio or braille.

## B: Be aware that you have a right to receive accessible information

Everyone in the UK has the right to receive information in a format that they can access and understand. The Equality Act 2010 applies if you live in Wales. This requires service providers, which include health and social care services, to make reasonable adjustments. This includes the provision of information in alternative formats.

In Wales the "All Wales Standards for Accessible Communication and Information for People with Sensory Loss" were introduced in 2013. The All Wales Standards require all written communication, such appointment letters, to be provided to people with sensory loss in accessible formats.

## C: Complain or raise a concern

If you do not get information and correspondence in the required format – despite requesting it – your next step is to make a complaint, or raise a concern, to the provider. You can also complain if you did not receive the communication / information at all.

NHS and local council complaints systems have been set up to encourage both positive and negative feedback so organisations can provide better services. Once a complaint is received, the relevant organisation is required to record and act on it.

You can make a complaint in several ways. You can also ask someone to make a complaint on your behalf, such as a carer or a family member. You can do this in writing, or email, by stating that you are giving consent for a family member, carer etc to act on your behalf – or by providing verbal consent over the telephone alongside the person who is acting on your behalf.

### Process to make a formal complaint or raise a concern

To telephone or speak to someone:

* Ring the GP surgery and ask to speak to the practice manager.
* You can raise a [complaint](https://www.gov.wales/nhs-wales-complaints-and-concerns-putting-things-right#complaints) via your health board or trust’s complaints team.
* Contact [Llais](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.llaiswales.org%2F&data=05%7C01%7CLiz.Williams%40rnib.org.uk%7C9d9c6d9b72f74a04009208db39af9bdc%7C5d45337cd19243fcaa5805557c9171bc%7C0%7C0%7C638167198609619978%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=g%2F3qavcMtaEaoi%2F9igMJS300FdmuTeHSH9ERVprxq50%3D&reserved=0) (an independent body that will represent the voices and opinions of the people of Wales in respect of health and social care services). Llais can support you to make a [complaint](https://www.llaiswales.org/have-your-say/raising-concern-about-health-and-social-care-services) about a service, care or treatment provided or paid for by the NHS or local authority.
* Ring your social care provider / Council and ask to speak to the service who you have been dealing with.
* Speak to someone in person during your visit or arrange a meeting afterwards.

To put your complaint in writing:

* You can make a complaint via a provider’s website using an online form if they have one, or via the relevant email address. This is often the quickest way to get your complaint filed – and there is also a record of the communication.
* You can also write a letter to the organisation.
* You should have your complaint acknowledged, be kept up to date with its progress and informed about the outcome. Organisations are required to respond to your complaint within 30 days. If you hear nothing after this time, send a follow up complaint.

If you are not happy with a response to a complaint, then please contact RNIB who will be able to advise you on next steps. RNIB’s Sight Loss Advice Service can be contacted by email at helpline.mailbox@rnib.org.uk or by phone on 0303 123 9999, 8am to 8pm on weekdays and 9am to 1pm on Saturdays.

### What to include in your complaint

In your complaint you should provide details of the inaccessible information, or communication, you have received.

Ideally, this should include:

* What was received and the format.
* When it was received.
* Which department it came from.
* What format you need to receive the information in.
* A reminder of your rights and the provider’s duties under the Equality Act / All Wales Standards for Accessible Communication and Information for People with Sensory Loss (suggested wording is below).

#### Suggested text to remind the provider of your rights and their duties under the Equality Act / All Wales Standards for Accessible Communication and Information for people with Sensory Loss

"The Equality Act 2010 requires health and social care services, to make reasonable adjustments. This includes the provision of information in alternative formats.

This is further strengthened by the All Wales Standards for Accessible Communication and Information for People with Sensory Loss which require health services to ensure that I receive information in an accessible format and any communication support I may need. I do not think that you have met the requirements of the Equality Act or the All Wales Standards.

Please advise what steps you intend to take to fulfil this and ensure this does not happen again."

Document ends.