



Making information easier

X wants to help you access and understand information about your appointments and care.

X also wants to help if it is difficult to talk to people at **X**, and you have a disability or impairment.

Help with information and talking is called **Information and Communication needs**. Please tell us about your information and communication needs, so we can help.

You can tell us about your needs with this form.

If you need support, or you need a different format, please tell **X**.

About you

Your name	
Date of birth	
Address	
Post code	NHS number
What is your first language?	

Are you a carer?	
If yes, who do you care for?	
Cared for name	
Date of birth	
Address	
Post code	NHS number

Form completed with	
Job title	Date
Review date	

Your information and communication needs

Getting information

Do you have difficulty getting information from X?

Tick a box below, if getting information is difficult.

Yes		No	
Sometimes		Not sure	

Talking to people

Do you have difficulty talking to people at X?

Tick a box below, if talking to people is difficult.

Yes		No	
Sometimes		Not sure	

What's difficult?

Tick boxes below, to say what's difficult.

Speaking		Hearing		Seeing	
Reading		Understanding		Remembering	

More about your needs

Tell us more about your information and communication needs, so we can help.

You can say in the box below, or tick boxes on pages 5-10.

What helps you?

What helps you get information?

Tell us more about what helps.
You can say in the box below, or tick boxes on pages 5-10.

What helps you talk to people?

Tell us more about what helps.
You can say in the box below, or tick boxes on pages 5-10.

Do you have a disability, impairment or sensory loss?

Tick the box below, if you want to tell us about a difficulty or disability.

Yes		No	
Sometimes		Not sure	

If you are not sure, ask to talk to your doctor.

What print size is easiest for you?

Tick a box below, to say what is easiest.

This size is easiest	11	
This size is easiest	12	
This size is easiest	14	
This size is easiest	20	
This size is easiest	24	
This size is easiest	28	
This size is easiest	36	

More about your needs

Please tell us more about your needs, so we can help you.

Talking to people at X

Help talking to people is called Communication Support.

What helps you talk to people? Tick boxes below, to say what helps.

What helps?

Legal advocate	
Citizen advocate	
Hearing aid	
Sign language	
BSL	
Makaton	
Lip read	
Manual note taker	
Electronic note taker	
Speech to text reporter	
Cued speech transliterator	
Lipspeaker	
Telecommunications device	
Written information	
Communication in a different way	
Communication card or passport	
Communication aid or chart	
Deafblind intervener	
Anything else?	

Understanding language

Language is words and sentences, when we talk, sign and write.

What makes language easier to understand? Tick boxes below, to say what helps.

What helps?

Simpler sentences	
Easy, familiar words	
Small amounts of information at once	
Write things down	
No writing	
Pictures to understand words	
Pictures to remember main messages	
Talk slowly and clearly	
Repetition	
Time to respond	
Gestures, signs and objects	

You can say more about making language easier, in the box below.

Contacting you

Contacting you about appointments and care is called a contact method.

What is the best way for X to contact you? Tick boxes below, to say what's easiest.

What's easiest?

Telephone	
Text relay	
Text message	
Letter	
Email	
Audible alert	
Visual alert	
Tactile alert	
Anything else?	

Who can help you?

Who can help you get information, and talk to people? Tick boxes below, to say who can help you.

Who helps?

Carer	
Support worker	
British Sign Language interpreter	
Makaton interpreter	
Advocate	
Deafblind communicator guide	
Sign Supported English interpreter	
Deafblind manual alphabet interpreter	
Deafblind block alphabet interpreter	
Deafblind haptic communication interpreter	
Manual notetaker	
Lipspeaker	
Visual frame sign language interpreter	
Hands-on signing interpreter	
Speech to text reporter	
Anyone else?	

Who helps you best?

Please tell us who you like best, when you need support with information and talking.

Name	
Role/ job title	
Organisation	
Contact e mail	
Contact telephone number	
Availability	

Who else helps you?

Name	
Role/ job title	
Organisation	
Contact e mail	
Contact telephone number	
Availability	

Different formats

X can give you information in different formats, to meet your information and communication needs.

Which formats help you get information? Tick boxes below, to say what helps.

What helps?

DVD	
CD	
Audio cassette tape	
E mail	
Electronic audio format	
Moon alphabet	
Makaton	
Braille (contracted, Grade 2)	
Braille (uncontracted, Grade 1)	
USB mass storage device	
Electronic downloadable format	

What else helps?

Tick boxes below, to say what else helps.

Call me for my appointment	
Longer appointment	
Quiet waiting space	
Screen reader	
Print contrast	
Symbols	
MP3 player	
Anything else?	

Thank you for telling us about your information and communication needs.

Can we tell other health and social care organisations about your needs?

Yes		No	
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Notes for data entry

(For internal use only)

Communication support 5892100000137

FSN (Fully Specified Name)	Required?	<u>SNOMED CT</u>	READV2	CTV3
Legal advocate		225833001	R (9NgzL)	Ua2AI
Citizen advocate		225834007	R (9NgzM)	Ua2AJ
Hearing aid		285055002	R (2DH1)	Xa2yX
Sign language		404903008	R (13o8M)	R (Xad28)
British Sign Language		415803005	13ZM	Xa1LE
Makaton		415805003	13ZP	XaJPI
Lip read		441092009	13ZL	Xa4A6
Manual note taker		445076009	13o82	XaR7L
Electronic note taker		445121000	13o81	XaR7I
Speech to text reporter		445123002	13o83	XaR7 M
Cued speech transliterator		445129003	13o84	XaR7 O
Lipspeaker		445143008	13o80	XaR7H
Telecommunications device for the deaf		445488003	13o86	XaR7 Q
Written information		520491000000 109	13o7	XaR7B
Communication in a different way		761541000000 100	R (Xad26)	R (13o8L)
Personal communication passport		837341000000 108	R (13o8K)	XaZL6
Communication device, aid or tool		954831000000 109	13o8A	XacFO
Deafblind intervener		957031000000 107	13o8J	XacJE
Other				

Language adjustments

More detailed guidance on how to adapt language to meet individual needs.

FSN (Fully Specified Name)	Required?	SNOMED CT	READV2	CTV3
Simple sentences		No code	No code	No code
Easy, familiar words				
Small amounts of information at once				
Write things down				
No writing				
Pictures to understand words				
Pictures to remember main messages				
Talk slowly and clearly				
Repetition				
Time to respond				
No writing				
Other				

The above categories supplement the Accessible Information SCCI1605 code 'Requires information in Easyread', for more personalised adjustments.

FSN (Fully Specified Name)	Required?	SNOMED CT	READV2	CTV3
Requires information in Easyread (finding)		796161000000101	9NfA	XaYB0

Note: language adaptations may be required to support understanding in a variety of formats, including standard documents, videos, Braille, and signing.

Contact method 5893100000135

FSN (Fully Specified Name)	Required?	SNOMED CT	READV2	CTV3
Telephone		795661000000 104	9Nf4	XaYA0
Text relay		796081000000 106	9Nf8	XaYAu
Short message service text message		936701000000 103	9NfP	Xabsc
Letter		936721000000 107	9NfQ	Xabsd
Email		936741000000 100	9NfR	Xabse
Audible alert		945931000000 101	9NfX	Xac5O
Visual alert		945951000000 108	9NfY	Xac5P
Tactile alert		945971000000 104	9NfZ	Xac5Q
Other				

Communication professional 58951000000133

FSN (Fully Specified Name)	Required?	SNOMED CT	READV2	CTV3
British Sign Language interpreter		204331000000107	9NUw	XaLTC h
Makaton interpreter		204341000000103	9NUx	XaLTD
Advocate		225835008	R (9NgzN)	Ua2AK
Deafblind communicator guide		796201000000109	9NfB	XaYB3
Sign Supported English interpreter		936761000000104	9NnQ	Xabsf
Deafblind manual alphabet interpreter		957051000000100	9Nfa	XacJF
Deafblind block alphabet interpreter		957071000000109	9Nfb	XacJG
Deafblind haptic communication interpreter		957111000000103	9Nfc	XacJI
Manual notetaker		945891000000106	9NfV	Xac5M
Lipspeaker		945911000000109	9NfW	Xac5N
Visual frame sign language interpreter		945711000000107	9NnR	Xac4M
Hands-on signing interpreter		945731000000104	9NnS	Xac4N
Speech to text reporter		R (966401000000100)	R (9Nfd)	R (XacY A)
Other				

Information format 58941000000130

FSN (Fully Specified Name)	Required?	SNOMED CT	READV2	CTV3
Speaking to me		367741000000 102	9Nf1	XaPSq
On a DVD		795691000000 105	9Nf5	XaYA2
On a CD		795731000000 104	9Nf6	XaYA5
On an audio cassette tape		795801000000 104	9Nf7	XaYAB
By email		936581000000 101	9NfH	XabsW
By electronic audio format		936601000000 105	9NfJ	XabsX
Moon alphabet		936621000000 101	9NfK	XabsY
Makaton		936641000000 108	9NfL	XabsZ
Contracted (Grade 2) Braille		936661000000 109	9NfM	Xabsa
Uncontracted (Grade 1) Braille		936681000000 100	9NfN	Xabsb
Written information in at least 20 point sans serif font		957331000000 109	9Nf00	XacJU
Written information in at least 24 point sans serif font		957351000000 102	9Nf01	XacJV
Written information in at least 28 point sans serif font		957371000000 106	9Nf02	XacJW
USB mass storage device		945691000000 105	9NfS	Xac4L
Electronic downloadable format		945751000000 106	9NfT	Xac4f
Other				