

# Broadening accessibility

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Lee Reed

Equality, Diversity and Inclusion Lead  
NHS Somerset Integrated Care Board

07926 093 782

[lee.reed2@nhs.net](mailto:lee.reed2@nhs.net)



# Reasonable adjustments

Equality Act 2010

- Disability

Accessible  
Information Standard



# Wider examples of access

## Linguistic support

- Spoken languages
- Easy Read documents and correspondence
- Communication preferences, e.g. telephone, SMS, etc.

## Appointment support

- Reminders (particularly chaotic lifestyles)
- Booking processes
- Temporary registrations

## Self-exclusion

- Perceived prejudice
- Appointment timings
- Desensitising



# Example: Accessible Information Standard

Principle	Disability examples	Wider examples
<b>Identify</b>	Communication needs Access needs Appointment duration	Language support Gender preferences Appointment duration
<b>Record</b>	Use of codes	Use of codes
<b>Flag</b>	Use of prompts	Use of prompts
<b>Share</b>	Digital flags	Sharing with referrals
<b>Meet</b>	Routinely provision	Routinely provision
<b>Review</b>	Review efficacy	Review efficacy



Any questions?

