

Easy Read Guidance notes

'Easy Read' is a way of presenting information which is easier to follow and understand than standard documents. It is predominantly created for people with learning disabilities, but is also helpful for communicating more effectively with other groups, such as those who speak English as an additional language. At the end of this document is an example of a previous Easy Read document which we created.

Easy read in itself is not a solution for people with Learning Disabilities, they will also need support (and time) to go through information; often more than once to understand the information. Six weeks lead time is usually required as people with learning disabilities find it difficult to understand complex or new information quickly.

The [NHS Accessible Information Standard](#) tells organisations how they should make sure that patients and service users, and their carers and parents, can access and understand the information they are given. This includes making sure that people get information in accessible formats. The Standard also tells organisations how they should make sure that people get support from a communication professional if they need it, and about changing working practices to support effective communication. By law (section 250 of the Health and Social Care Act 2012), all organisations that provide NHS care or adult social care must follow the Standard in full from 1st August 2016 onwards.

The Department of Health has published some simple guiding principles to adhere to when creating Easy Read:

- 1. Each idea needs both words and pictures – both pictures and words are important.**
- 2. Pictures and words go next to each other – this helps more people to understand the information.**
- 3. Make sure that it is clear which pictures support which bits of text**
- 4. Pictures must be easy to understand.**
- 5. Pictures should go on the left.**
- 6. Pictures can be drawings, photographs or other images**
- 7. Make sure that pictures are as big as possible.**
- 8. Words must be easy to understand.**
- 9. If you must use difficult words, say what they mean using easy words.**
- 10. Words go on the right.**
- 11. Words must be written clearly – a font like Arial is good.**

12. **Words must be big – a font size of at least 14 point is good.**
13. **Each sentence must be short as possible – more than 15 words is harder to read.**
14. **Each document must be short – more than 20 pages is too long.**

(Speak to [Peter Beard](#) about setting up an account on PhotoSymbols and on HeroDocs. PhotoSymbols is where you will find all the pictures which you will need to create the document).

When producing surveys it is really important to start from the point of easy read rather than “converting” or “translating” existing surveys to ensure that the scoring or stratification is effective and fits with the wider response analysis.

Title – bold, large text

Big pictures on the left!

- Bullet points on the right

Simple & relevant

- Short sentences, and one per picture!

Try and keep consistency

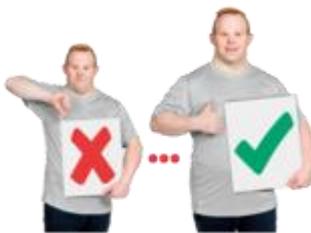
- Simple language, direct & free of jargon



NHS Hammersmith and Fulham want to know what you think...



... about patient transport!



This is to make them better.



This survey will take about 15- 20 minutes.



Thank you for your help!