Accessible Information Standard — NHS England's Statutory Duty to Provide Information in Accessible Formats, and the Gap Between Rule and Practice

Digital Inclusion · Good practice · United Kingdom

Quality score: 68/100

Evidence strength: Moderate

Summary

England's statutory standard requires NHS and adult social care providers to identify, record, flag, share and meet patients' information and communication needs. Its own 2017 review found variable compliance; a later coalition survey found only 1 in 10 patients with communicatio

Key dimensions

Dimension	Score
Innovation level	2/5
Sustainability (ongoing)	0/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-10-31

NHS England — accessed 2026-10-31

NHS England — AIS post-implementation review — accessed 2026-10-31

Visionary / RNIB coalition review of the AIS — accessed 2026-10-31

Cite this — Evidoria. *Accessible Information Standard — NHS England's Statutory Duty to Provide Information in Accessible Formats, and the Gap Between Rule and Practice*. Persistent ID: bdb09624-e8bb-4965-b161-9cf88e7e1e39.