

Table of alternative formats and communication professionals

Format / type	Description	Patient Group	Availability	Cost
Audio	Information recorded from speech or synthetic (computer generated) speech onto cassette tape, CD (compact disc) or as an electronic file such as an MP3.	Information in an audio format is needed by some people who are blind, deafblind or have visual loss. It can also be an accessible format for some people with a learning disability	Audio formats available from local Medical Secretary. https://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/accessible-materials/ www.orderline.dh.gov.uk	Approximate cost for a 600 word document is £8-£10.
Braille	A tactile reading format. Readers use their fingers to 'read' or identify raised dots representing letters and numbers.	Braille is used by some people who are blind, deafblind or have visual loss. It is estimated that between 4-5% of registered blind people in the UK read braille.	Braille embosser available local / braille document transcription available local. https://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/accessible-materials/ www.orderline.dh.gov.uk	Approximate cost for a 600 word document is £8-£10.
Easy Read	Written information in an 'easy read' format in which straightforward words and phrases are used supported by pictures, diagrams, symbols and / or photographs to aid understanding and illustrate text.	'Easy read' information is primarily aimed to support people with a learning disability; however, it can also support people with other needs.	Easy Read document production available from local. Templates and documents also available from local drive. https://www.healthcheck.nhs.uk/commissioners-and-providers/marketing/accessible-materials/ www.orderline.dh.gov.uk	Approximate cost for a 600 word document (coproduced with people with a learning disability) is £1,050.
Large print documents	Printed information enlarged or otherwise reformatted to be provided in a larger font size. Accessible font (or point) sizes range from point 14 up to point 28, and individuals should be asked to specify.	Large print documents are needed by a range of different people, including some people with visual loss and / or who have a learning disability, and people with communication needs following a stroke.	Easily created in house. healthcheck.nhs.uk/commissioners-and-providers/marketing/accessible-materials/ www.orderline.dh.gov.uk	Free of charge
British Sign Language (BSL)	BSL is a visual gestural language; it has its own grammar and principles, which differ from English.	BSL is the first or preferred language of some d/Deaf people and some deafblind people.	Support from BSL interpreter may be arranged from NRCPD. A qualified, registered BSL interpreter may be found via the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD) website.	Approximate costs for face-to-face BSL £40-60 per hour (minimum three

				hours plus travel expenses).
BSL video remote interpreting (also known as video interpreting, remote interpreting or virtual interpreting)	An online service in which a BSL interpreter interprets via video software. It enables a direct connection to an interpreter so that the d/Deaf person can sign to them what they want to say. The interpreter then speaks this to the hearing person (via video link) and signs back their (spoken) reply.	BSL video remote interpreting may be appropriate / accessible for communicating with some BSL users (as above), especially in an emergency or urgent situation	The service is set up with a subscription fee and call charges apply per minute during use. Obtain from (NRCPD source).	Approximate cost of remote BSL interpretation is £2.50 – £3.90 per minute (as part of an agreed contract).
Note taker	In the context of accessible information, a note taker produces a set of notes for people who are able to read English but need communication support, for example because they are d/Deaf.	A note taker may be needed by someone who is d/Deaf or someone who has hearing loss.	Support from a professional note taker may be arranged from (NRCPD) source. A qualified, registered note taker may be found via the NRCPD website.	Approximate cost is £20 – 30 per hour plus travel expenses
Speech to text reporter (STTR)	A STTR types a verbatim (word for word) account of what is being said and the information appears on screen in real time for users to read. A transcript may be available and typed text can also be presented in alternative formats.	An STTR may be needed by a person who is d/Deaf or has hearing loss. Alternatively, an STTR may support someone with visual loss (who is using screen-reader or other communication device).	Support from an STTR may be arranged from [insert]. A qualified, registered STTR may be found via the NRCPD website.	Approximate costs are similar to those for BSL interpreters.
Lip speaker	A person who repeats the words said without using their voice, so others can read their lips easily.	A lip speaker may be used to support someone who is d/Deaf or has hearing loss to communicate.	Support from a professional lip speaker may be arranged from (NRCPD) source. A qualified, registered lip speaker may be found via the NRCPD website.	Approximate cost is £30 – 40 per hour