

Accessible communications and reasonable adjustments

August 2025

Background

Our lunch and learn format is an energising mix of theory and practice, with informative interactive activities. Lunch and learn one hour events are a flexible and convenient way to learn new skills. Delivered online over the lunchtime slot, people can learn new skills while enjoying their lunch.



GP practice session

In August 2025, we provided a training session to GP practice staff regarding accessible communications and reasonable adjustments highlighting examples based on lived experience.

Within the session we explored statutory requirements, practical challenges and inclusive approaches to accessible communication.

In the session we covered:

- The Accessible Information Standard (AIS) and the Reasonable adjustment flag
- The NHS National framework for language needs
- Practical tips on making communications accessible
- A focus on neurodiversity.

Throughout the session, trainers shared their personal experiences to add value.

“It was a really useful run through both for colleagues who are new to this and those of us who needed a refresher. I really appreciated the personal insights. You have given us some things to think about and to action.”