



Easy-read appointment letters — tested and signed off

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 24/09/2026

340 letters, tested with 24 service users · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **Easy-read is a way of writing designed to be understood by everyone**: one idea per sentence, everyday words, no unexplained acronyms, the most important information first. **An untested easy-read letter is merely a rewritten letter.**

What the rewrite changes, sentence by sentence

Before	After	The problem it solved
"You must be fasting"	"Do not eat or drink anything after midnight. You may drink water."	It is the second sentence that was missing, and it is the one that produced the calls
11 acronyms on average, unexplained	Every acronym spelled out at first use	The reader gives up at the second acronym

Before	After	The problem it solved
Vital information in the middle of the text	Date, time, building and what to bring, first	The rest follows
Building name with no map	Building name and map	16 % of service users arrived at the wrong place

What is NEVER rephrased

Item	Treatment	Why
Dose	Copied verbatim	To rephrase is to risk changing
Date, time, place	Copied verbatim	They are the anchors of the visit
Safety or fasting instruction	Copied verbatim; only the surrounding sentence is rewritten	The sentence changes, the instruction never

The test, and its results at twelve weeks

Measure	Value
Volunteer service users in the test	24, including 9 over 75 and 4 non-French speakers
Sentences rewritten after the test	7 of 41 — misunderstood by 2 people or more
Explanation calls	−24 %
Service users arriving at the wrong building	16 % → 3 %
Consultations cancelled on the day for preparation not followed	19 → 4

Every easy-read version is signed off by the ward manager before the first send, and the original version stays attached to the record — the sign-off is what makes the letter defensible. **And the online request form meets the public-sector accessibility standard** — screen reader, contrast, keyboard navigation. **An appointment letter a partially sighted service user cannot read is a breach of equal treatment, not a layout detail.**

To be settled

The 6 standard letters triggering 70 % of explanation calls, to be handled first: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.