**FOI Ref: 6028**

**Category(ies): Trust - Governance**

**Subject: Accessible information**

**Date Received: 21/09/2021**

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| **Your request:** | | **Our Response** |
| Please find below a request under the Freedom of Information Act. This information would normally be provided by your trust’s patient equality lead/manager, possibly in conjunction with the leads for your patient administration/appointment-booking systems.  **Questions:**  **1** – At the point of registration/referral, in line with the Accessible Information Standard, does your trust currently:   * A - ask *all* patients whether they have any information or communication support needs, and find out how to meet those needs? * B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met? * C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?   **2** – Barriers to compliance:   * A - If you have answered ‘no’ to 1A, what is the main reason why this is not currently done? * B - If you have answered ‘no’ to 1B, what is the main reason why this is not currently done? * C - If you have answered ‘no’ to 1C, what is the main reason why this is not currently done?   **3** – If you have answered yes to 1B, what is the process by which patients’ needs are recorded and subsequently acted on? (eg via pop-up alerts within patient administration system, use of colour-coded stickers within paper records)  **4** – In the last three full financial years (2020/21, 2019/20 and 2018/19), have you undertaken any audits to assess your compliance against the Accessible Information Standard or the provision of accessible information generally? If yes, please share any resulting reports/findings.  **5 –** In the last three full financial years (2020/21, 2019/20 and 2018/19), how many complaints has your trust received which primarily related to patients not receiving information in accessible formats?If it is not possible to provide these figures in full without incurring the Act’s Section 12 time/cost limit, please provide any figures you are able to within the limit (eg figures for one year, any snapshot reports/audits)  **6** – Please provide figures for your trust’s spending on interpreting and translation into non-English languages (if possible, excluding British Sign Language (BSL) interpreting and translation of materials into easy read) for the last three full financial years (2020/21, 2019/20 and 2018/19) together, if possible, with the number of requests for interpreting/translation that this represents.  If it is not possible to provide the details requested without incurring the Act’s Section 12 time/cost limit, please the information you are able to provide within the limit | | |
| **1** – At the point of registration/referral, in line with the Accessible Information Standard, does your trust currently:   * A - ask *all* patients whether they have any information or communication support needs, and find out how to meet those needs? * B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met? * C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so? | A) Yes  B) Yes, which leads to more detailed information  C) Yes, the date permission was given for this information to be shared is recorded on the electronic patient record | |
| **2** – Barriers to compliance:   * A - If you have answered ‘no’ to 1A, what is the main reason why this is not currently done? * B - If you have answered ‘no’ to 1B, what is the main reason why this is not currently done? * C - If you have answered ‘no’ to 1C, what is the main reason why this is not currently done? | A) NA  B) NA  C) NA | |
| **3** – If you have answered yes to 1B, what is the process by which patients’ needs are recorded and subsequently acted on? (eg via pop-up alerts within patient administration system, use of colour-coded stickers within paper records) | Meditech – Special indicator put on (flag), Communication Needs Template to be completed for patient or the patient’s carer. SystmOne – Communication Needs Template with flag to alert staff.  Methods of recording on paper record vary through departments, but training delivered has ensured it is clear that this needs to be made clear in a way that works in each area. A ‘Communication, Interpretation and Translation’ hub page on the Trust’s intranet supports staff to find out how they can meet the needs of their patient’s with communication needs. Staff can also refer to the Translation Policy, and the Patient Information Policy. | |
| **4** – In the last three full financial years (2020/21, 2019/20 and 2018/19), have you undertaken any audits to assess your compliance against the Accessible Information Standard or the provision of accessible information generally? If yes, please share any resulting reports/findings. | No. We have only implemented the significant changes to electronic patient records in 2021. Plans are in place to monitor the use of changes implemented. | |
| **5 –** In the last three full financial years (2020/21, 2019/20 and 2018/19), how many complaints has your trust received which primarily related to patients not receiving information in accessible formats?If it is not possible to provide these figures in full without incurring the Act’s Section 12 time/cost limit, please provide any figures you are able to within the limit (eg figures for one year, any snapshot reports/audits) | Nil complaints received regarding information in accessible formats received | |
| **6** – Please provide figures for your trust’s spending on interpreting and translation into non-English languages (if possible, excluding British Sign Language (BSL) interpreting and translation of materials into easy read) for the last three full financial years (2020/21, 2019/20 and 2018/19) together, if possible, with the number of requests for interpreting/translation that this represents.  If it is not possible to provide the details requested without incurring the Act’s Section 12 time/cost limit, please the information you are able to provide within the limit. | 2018/19 £154,283  2019/20 £151,970  2020/21 £70,604  BSL information is not split out in the finance system, number of requests is not recorded in the finance system. | |