

Re: Your request made under the Freedom of Information Act 2000**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? **This is a standard question as part of our admission assessments but I cannot guarantee that this is done for everyone as is not mandated**
- B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met? **If a patient has a communication need then we can flag this on our electronic systems**
- C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so? **Yes this is something that we would do**

2 – Barriers to compliance:

- A - If you have answered ‘no’ to 1A, what is the main reason why this is not currently done? **This can sometimes be omitted due to the experience and training of the individual and that a lot of records are paper based**
- 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) **we have various systems available – Camis, symphony and nervecentre are the main systems and alerts can be added by any individual person or by the administrator for the system**

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. **I cannot find evidence of a formal audit assessment however we did have a steering group in which we benchmarked against the standards and then developed an action plan to achieve**

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) **it is not possible to find this detail as we do not have a subject code specific to this. We have received complaints around communication needs but it hasn’t been at a level to note any concern**

Our Ref: 58/2022
JANUARY 2022

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.

Year	Spend nett	Spend gross
18-19	£64,351.62	£77,221.94
19-20	£86,826.90	£104,192.28
20-21	£53,815.75	£64,578.90
Totals	£204,994.27	£245,993.12

We cannot retrieve the number of requests as this would exceed the appropriate time limit under section 12 of the Freedom of Information Act