

Ref. No: 290200921  
From: Public  
Date: 20/09/21  
Subject: Accessible information

## REQUEST & 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?

**Yes**

- B – routinely highlight or 'flag' in the person's file or notes that they have information or communication needs which must be met?

**Yes**

C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?

**Can only share this information with other providers of services if IT systems allow.**

2 – Barriers to compliance:

- A - If you have answered 'no' to 1A, what is the main reason why this is not currently done? **n/a**
- B - If you have answered 'no' to 1B, what is the main reason why this is not currently done? **n/a**
- C - If you have answered 'no' to 1C, what is the main reason why this is not currently done?

**Not all NHS systems are linked with each other. This means the information cannot always be shared system to system.**

**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)

**Electronic alert in patient record-**

**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**

**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)

\*<5

**Please note \*<5 has been added where the number of patients is 5 or less, this information has been redacted to protect patient confidentiality and to ensure that patients cannot be identified.**

**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.

	<b>Interpreters</b>	<b>Number of requests</b>
<b>2018-2019</b>	<b>£235,479.26</b>	<b>3,492</b>
<b>2019-2020</b>	<b>£224,563.41</b>	<b>2,323</b>
<b>2020-2021</b>	<b>£60,616.53</b>	<b>2,749</b>

	<b>Translations</b>	<b>Number of requests</b>
<b>2018-2019</b>	<b>£220.20</b>	<b>*&lt;5</b>
<b>2019-2020</b>	<b>£414.00</b>	<b>*&lt;5</b>
<b>2020-2021</b>	<b>£2,182.44</b>	<b>14</b>

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