

## Freedom of Information Act 2000 disclosure log entry

### Reference

19-20144

### Date sent

09/08/2019

### Subject

DDA Adjustments: Skype and Other Reasonable Adjustments

### Details of enquiry

- 1) Please set out if disabled patients seeking to access your psychological/psychotherapeutic interventions are able to do so via phone or Skype.
- 2) Please set out what reasonable adjustments the Trust has made for disabled patients, over the past 5 years, so that they can access your psychological/psychotherapeutic interventions.

### Response Sent

- 1) The Trust does not conduct patient consultation sessions via Skype.

Telephone interventions are not routinely offered, because our clinical approaches require personal contact in the consulting room .

Where we have made an assessment consultation face to face and there are particular access needs we may offer some more flexible contact by phone having assessed the strengths and risks of such an approach on a case by case basis

- 2)
  - i) We liaise with patients and their families to ensure appointments are accessible, which can include timing appointments to facilitate their transport, helping with transport arrangements,
  - ii) We may sometimes arrange for clinicians to travel to locations closest to patients homes to facilitate better access to treatment.
  - iii) providing pictorial representations in feedback forms for those with learning difficulties
  - iv) providing Personal Emergency Evacuation Procedures (PEEP) and EVAC chairs for patients and staff with mobility difficulties
  - v) level access to all floors within our main centre at the Tavistock Centre
  - vi) hearing loop equipment for those with hearing difficulties
  - vii) toilets with disabled access
  - vi) we are currently running a pilot trial of telemedicine, for which suitable patients would be considered clinically, on a case-by-case basis.