

## Freedom of Information Act 2000 disclosure log entry

### Reference

21-22168

### Date sent

24/02/21

### Subject

Accessible Information Standard

### Details of enquiry

- 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.

### Response sent

- 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, the above support needs are captured prior to the patient’s first appointment**
  - B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?  
**Yes, these needs are recorded on the patient record under ‘accessible information’**

- C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?  
No, this information is not routinely shared with other providers who may be involved with the patient, but are shared upon request and with patient consent.

**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?

We do not hold recorded information that answers this question.

**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 do not hold recorded information that answers this question.

**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.**

We have do not hold records of any audits carried out during these three financial years to assess compliance with this standard or the provision of accessible information.

**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)**

We do not hold a record of any complaints received concerning accessible information.

**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.**

Recorded total expenditure is shown below. We do not hold expenditure broken down by language.

a. 2020-2021	£83,725.00
b. 2019-2020:	£92,022.72
c. 2018-19:	£108,832.00