Reference Number:	FOI2021/301
From:	Commercial
Date:	27 August 2021
Subject:	NHS Accessible Information Standard (AIS) and impact on blind and partially sighted patients and service users

Q1 Do you currently have:
    a. A specific local Accessible Information Standard (AIS) policy?
    b. An accessibility policy which references the AIS?

A1   a. Information not held – The Trust does not have a specific AIS Policy
    b. Interpretation and Translation Policy and Patient & Family Information Policy

Q2 How many of the following have you received since 1st April 2019 regarding provision of accessible information:
    a. complaints?
    b. compliments?

A2   a. Zero
    b. Zero

Q3 How many of the following items have you issued to patients since 1st April 2019 under an AIS request?
    a. large print letters
    b. braille letters
    c. audio files
    d. email letters
    e. text messages

A3 Information Not Held – The Trust has mechanisms in place to support issuing such information however the data is not collated centrally, information is provided in the correct format when required.

Q4 What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

A4 On admission all patients are asked what their preferred language is and how they prefer to be communicated with e.g. we offer audio, braille, BSL, deaf/Blind communicator, Easy Read, Large Print, Lip reader, Makaton , Other (patient stipulates what they need) as well as offering Hearing Loops and hospital passports.

Q5 What proportion of your staff has received formal accessibility training in the last year?

A5 Information not held – No formal accessibility training has been received

Q6 What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?

A6   Information not held - the Trust does not routinely collate or hold this information centrally as part of its management or performance data. However, our accessibility statement is available on the website and can be viewed here - https://www.lhch.nhs.uk/about-lhch/policies/accessibility/