

Reference Number: FOI2021/321
From: Press/Media
Date: 17 September 2021
Subject: Compliance with and processes around the Accessible Information Standard (AIS)

Q1 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?

A1

- a. At point of registration or referral only if included in referral information from referrer
- b. Yes, flagged within the Patient Administration System (PAS) and Electronic Patient Record (EPR)
- c. Yes, if a specific support requirement is required to be communicated to support ongoing care. This is either automated as part of discharge information or included in letters dictated by Consultants.

Q2 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?

A2 Not applicable as per A1

Q3 If you have answered yes to 1B, what is the process by which patients' needs are recorded and subsequently acted on? (e.g. via pop-up alerts within patient administration system, use of colour-coded stickers within paper records)

A3 Alerts and flags within the PAS and EPR systems visible to users to ensure patient needs are met

Q4 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.

A4 No

Q5 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)

A5 Zero

Q6 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.

A6

Financial Year	Spend Total
2017/2018	23,321.04
2018/2019	31,361.92
2019/2020	36,651.82
2020/2021	22,874.69

Please note, the Trust does not routinely collate or hold the number of requests centrally as part of its management or performance data.