



Ref: FOIA Reference 2021/22-329

Date: 8th November 2021

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 17th September 2021 (received into our office 20th September) requesting information under the Freedom of Information Act (2000) regarding accessible information

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 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:

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 See below:

- a) Yes, as part of our admission process for inpatients. For out-patients and Emergency Portal patients we rely on the information provided on the GP referral and/or the patient informing us if they have any special needs.
- b) Yes, if we are made aware of these it is documented in the patient's notes. The UHNM Alerts group is currently working towards improving this situation to ensure that any information received is flagged as an alert on their electronic medical records.
- c) No, only currently share if asked or required for specific episodes of care eg a district nurse referral.

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 C) Our current IT system doesn't accommodate this. Note: The junior doctors complete the discharge letters, often only from the medical notes. The discharge letter would state if it related to a diagnosis/prognosis i.e if the patient had learning disabilities or dementia but is unlikely to state specific accessible information support
- Q3 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)**
- A3 We write in the patient records. Magnetic symbols are available for patient boards on wards. BSL, Foreign Language Interpretation and Learning disability are all shown on the electronic alert in patient's records. The plan is that this will be a pop-up accessibility alert once the current work is completed.
- 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 As part of our patient questionnaires we ask whether patients were given information and whether it was understandable. This could be either verbal or written. We don't audit accessibility of information. However, Over the last 12 months, we have received 501 patient questionnaire responses. Of these, 462 (92%) patients stated that they understood the information they were given
- 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 One person who requires large print.
- 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.**
- 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.**
- A6 See below:

Service	Year	Cost
British Sign Language	2018/19	£53,645
	2019/20	£66,048
	2020/21	£39,886.25
Telephone Interpreting Foreign language	2018/19	£13,916.92
	2019/20	£16,877.38
	2020/21	£24,682.38
Face to Face Interpreting Foreign Language	2018/19	£92,735.06
	2019/20	£99,558.93
	2020/21	£34,588.74
Translation	2018/19	£500.78
	2019/20	£1,136.18
	2020/21	£521.51

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

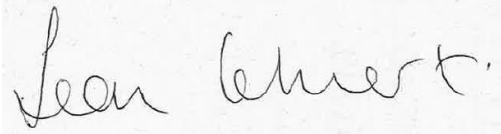
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light grey background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Data, Security & Protection Manager