

Freedom of Information Team
Post Room
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Date: 30/09/2021

Ref: 21-22 286

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 27/08/2021. Please see responses to your requests below.

1. Do you currently have:

a) A specific local AIS policy?

The Trust's accessible information policy is currently in the development stage however, the Trust does have a guideline for accessible information for patients which we have attached below:



Accessible
Information for Pati

b) An accessibility policy which references the AIS?

Please see answer in question 1.

2. How many of the following have you received since 1st April 2019 regarding provision of accessible information:

a) Complaints? The Trust has received zero complaints regarding accessible information.

b) Compliments? The Trust has received zero compliments regarding accessible information.

3. 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

The Trust does not currently have a dedicated AIS team and therefore individual requests for information in this format will be provided direct to the service. The Trust is unable to provide this information as this is not held in an electronic format.

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

The Trusts Eye Unit has a full time Eye Clinic Liaison Officer who's trained by the RNIB. Her role in the department is engagement with people who are visually impaired.

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

The Trust does not currently offer formal accessibility training. ASI is currently under review.

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

The Trust are committed to ensuring that everyone can access our website and our website has been designed and developed in accordance with web standards and we aim to meet or exceed Level AA of the [World Wide Web Consortium \(W3C\) Web Content Accessibility Guidelines](#) but we are unable to give you this in a percentage.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team