



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

Date: 27/10/2021

Ref: 21-22 322

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 20/09/2021. Please see responses to your requests below.

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?

All patients who are admitted to one of our inpatient wards do have an assessment of communication needs documented on their record of care (our electronic nursing care plans). There are 'tick box' options to highlight hearing problems, visual problems, speech problems, reading or writing problems, understanding or communication in English, confusion or agitation, learning disabilities or any other impairment to communication. Staff are then asked to detail the communication need, the patient specific assessment of need pre and during admission in free text.

For planned admissions the Trust is reliant on the GP/referring clinician to provide information regarding the patient's communication needs or support within the referral or via e- Referral System. Internally the Trust are reviewing the electronic interdepartmental referral forms.

B. Routinely highlight or 'flag' in the person's file or notes that they have information or communication needs which must be met?

For inpatients who are on our BedView system there are a series of flags that can highlight a patient may have a communication need – for example hearing impairment, visual impairment, cognitive concerns or a learning disability. These flags are visible to all staff who access the electronic care records. The digital team are currently reviewing the flags and aim to include a 'communication needs' flag. They are also reviewing how they make the flags system 'highly visible' in line with the AIS guidance. We do not have a flag on the medical records that are still paper based but medical staff do access the electronic systems that we have.

The Trust does not routinely record the patient's communication needs on the electronic systems for outpatients.

C. Routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?

The Trust would share this information if applicable and in the interest of the patient.

2. Barriers to compliance:

A. If you have answered ‘no’ to 1A, what is the main reason why this is not currently done?

Not Applicable.

B. If you have answered ‘no’ to 1B, what is the main reason why this is not currently done?

Currently patients are still on the Trust’s old patient administration system which does not support the accessible information standard. The aim is to move all patients across to the new windows fronted patient administration system interface which includes the accessible information standard function.

C. If you have answered ‘no’ to 1C, what is the main reason why this is not currently done?

Not Applicable.

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)

As stated above, the digital team are looking at how the flag system can be more visible to staff.

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.

The Trust has not currently undertaken any audits regarding the accessible information standard within the timeframe specified, however the Trust do intend to do so in the future.

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)

The Trust has not received any complaints regarding accessible information for any of the above years.

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.

The Trust is unable to provide the number of requests as this information isn’t held by the Trust. We can confirm that the table below shows our expenditure on the service.

Year	Spend
18/19	£96,000
19/20	£147,798
20/21	£68,689

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

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