



Portsmouth Hospitals
University
NHS Trust

Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
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PO6 3LY

Name:

Address:

Date: 16/06/2023

Ref: 23-24 142

Dear

RE: 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 06/06/2023. Please see responses to your requests below.

From 1 August 2016 onwards, all organisations that provide NHS care and/or publicly funded adult social care are legally required to follow the Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

Q- What plans have been put in place for letters that are Distributed out from the trust.

In regards to highlighting patients who have accessibility needs, the Trust are in the process of implementing this functionality on our patient centre system and awaiting the IT department to complete their testing to ensure its integrity. Once this has gone live there will be some learning implemented including informing staff that DA Languages, who are the Trust's interpreting contractors, can translate letters, create letter templates and produce letters in Braille etc.

Patients who have appointments arranged via our booking office already have the option to choose large font etc. The Patient Administrative System (PAS) also has the functionality in which we can capture the patient's accessible information needs.

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