

**FoI request re: Accessible Information Standard**

**Ref: 21-CG-1510**

Thank you for your request for information relating to accessible information standard.

Please find our responses below:

**Request 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?

Yes

- B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?

Yes

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

The information is easily visible on the patients record to ensure all relevant colleagues can see the information.

**Request 2:**

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?

N/A

**Request 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)

Flag on the electronic system

**Request 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.

No, we haven’t conducted any audits in the past 3 years.

**Request 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

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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)  
[This is not a subject that we capture in the PALS/complaints module on Datix.](#)

**Request 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 information you have requested is already available on our disclosure log database on our public website:

<https://www.whittington.nhs.uk/default.asp?c=40914>

and specifically, the following FOI request 21-GP-3007 Interpreting Services

<https://www.whittington.nhs.uk/document.ashx?id=14679>

and FOI request 21-AC-0503 Translation and Interpreting spending

<https://www.whittington.nhs.uk/document.ashx?id=14420>

I hope you find this information useful. Please quote the above reference in any further communication on this matter.

If you require any further assistance, please do not hesitate to contact me by email or at the address shown below.

Yours sincerely

FOI Coordinator  
**Freedom of Information Office**  
Whittington Health  
Highgate Wing, Level 5  
Magdala Avenue  
London, N19 5NF  
[foi.whitthealth@nhs.net](mailto:foi.whitthealth@nhs.net)



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If you are dissatisfied with this response, Whittington Health operates a complaints procedure, details of which can be found below:

**FOI Complaints:**

In the first instance, write to:

**Director Lead for Information**

**Governance**

Chief Operating Officer

Jenner Building

Magdala Avenue

London

N19 5NF

If you remain dissatisfied with the Trust's response, you may write to:

**Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113 or 01625 545745

[www.ico.org.uk](http://www.ico.org.uk)

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**Whittington Health**  
NHS Trust

020 7288 5255

[foi.whitthealth@nhs.net](mailto:foi.whitthealth@nhs.net)

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**Helping local people live longer healthier lives**

