

FOI_0507_21/22 – FOI request concerning – Patient Accessible Information in Administration System

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?**
 - 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?**

We do 1 (A) and (B) in our Patient Systems.

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

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)?**

Pop-up alert in Patient System.

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.**

Document Name	Service	Date
Accessible Information Audit-FINAL	Trust Wide accessible information team	Nov 2017-Jan 2018
CA-1259 Accessible Information	Trust Wide accessible information team	September 2019-October 2019
CA-1155 Accessible Information Recording	Solent Special Care Dental	December 2018



CA-1333 Accessible Information Recording	Solent Special Care Dental	March 2021
CA-1083 Accessible Information Recording 2017- 19	Solent Special Care Dental	March 2018
CA-1263 Accessible Information Recording 2019- 20	Solent Special Care Dental	January 2020
CA-1347 Accessible Information	Adults Southampton services	April 2021
CA-1200 Accessible information 2018- 19	Adults Southampton services	April 2019
CA-1120 Accessible Information	Adults Southampton services	August 2018



Accessible CA-1259 Accessible CA-1155 Accessible CA-1333 Accessible CA-1083 Accessible CA-1263 Accessible
Information Audit_Information (2019-20) Information Recording Information Recording Information Recording



CA-1347 Accessible CA-1200 Accessible CA-1120 Accessible
Information (2020-21) Information 2018-19 Information 2018-19

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)**
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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 being requested, has been made publicly available and in accordance with S21 a copy of the released document (FOI_0431) can be found at:

<https://www.solent.nhs.uk/about-us/trust-information/fois-released/foi-finance-requests/>