

Freedom of Information Request

Ref: 23-224

29 March 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1. Who within your Trust is responsible for the procurement of any BSL services? Do you have their email address?

Experience of Care and Inclusion Team

experience@uhbw.nhs.uk

2. Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?

Communications Team

communications@uhbw.nhs.uk

3. Are your external comms/content currently provided in BSL for the Deaf community?

Not as standard, a new Trust website is being procured in line with Digital Accessibility Regulations.

i) If yes, do you outsource these BSL translations to an agency?

Not applicable.

ii) If no, do you have any plans to provide your comms/content in BSL?

Yes.

4. Who within your Trust is responsible for Staff training? Do you have their email address?

Head of Education

corporateeducation@uhbw.nhs.uk

5. Are you currently providing Deaf awareness training to your Staff?

No

6. Does your Trust have an on-demand BSL VRI service in place for patients?

Yes

i) If yes, who is the provider you are using?

Sign Solutions

ii) If no, who is the best contact in your Trust to speak to about implementing this so patients will have access to this service?

Not applicable.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust**

