

**Freedom of Information Request**

**Ref: 23-723**

26 October 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 hold some of the information you are requesting

**A copy of your policy or guidelines regarding the identification and implementation of reasonable adjustments for patients under the Equality Act 2010.**

Learning Disability and Autism Spectrum policy

Accessible Information Standard policy

**Information on the processes and procedures in place for health and care workers within your organisation to record and communicate reasonable adjustments for patients, including the use of the Reasonable Adjustment Flag on the NCRS.**

Learning Disability and Autism Spectrum policy

Learning Disability Standard Operating Procedure in place for adding clinical alerts to the Electronic Patient record.

**Details about the categories of adjustments and types of adjustments that can be recorded for patients on the Reasonable Adjustment Flag, as specified in the NHS guidance.**

The Trust records this information on the Electronic Patient record as an alert to include reasonable adjustment requirements for each individual patient.

1. LD alerts standard operating procedure
2. Accessible information Standard policy
3. Examples of reasonable adjustments

Examples of reasonable adjustments:

Open visiting / overnight stays for family members or carers Provision of a Z-bed / recliner / mattress

Side room Dimmer lighting

Sensory lights (LD / ASC team can provide) Screens / drawn bed curtains

Dark glasses (LD / ASD team can provide) Ear plugs

Altered timings for medication / personal care / meals  
Personal items from home  
Timetables  
Familiarisation visits  
Desensitisation  
First / last appointments  
Double appointments  
Quieter waiting area  
Social stories  
Easy read / pictorial information  
Video / audio information  
Emla (numbing) cream  
Quicker / priority triage  
Alternative entrances / exits (to avoid busy areas / triggers)

**Any documents or guidelines that you provide to your staff regarding the assessment and recording of patients' needs for reasonable adjustments, including communication requirements and impairments.**

1. Autism reasonable adjustments.
2. Examples of reasonable adjustments
3. Learning disability team initial assessment proforma
3. Accessible Information Standard Policy

**Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital.**

Education provided to the Emergency department teams by LD team co designed with the patient group to ensure that staff are aware of the need to ensure reasonable adjustments are identified when the patient attends.

The Learning Disabilities (LD) team review all patients using a proforma for their assessment which includes reasonable adjustments. The LD team will ensure that the clinical alert is on the electronic patient record which will detail the reasonable adjustment however this will only be in place where the Trust digital patient record exists.

LD alerts standard operating procedure

Further work is underway to implement national guidelines for the Digital Reasonable Adjustment Flag across all areas.

**Any data or statistics related to the number of patients within your organisation who have been flagged as needing reasonable adjustments, and the types of adjustments commonly provided.**

The Trust does not currently have information to share of every patient flagged as needing reasonable adjustments as it is not mandatory to record this. There is work currently being undertaken that will improve the Trust's ability to record and report on this information. The Trust is working with community partners toward improvements and full compliance for the NHS Accessible Information Standard (AIS).

**Information on how you comply with the legal obligation under the Equality Act 2010 to make anticipatory reasonable adjustments, particularly in cases where patients are referred or present for care.**

The Trust is able to make anticipatory reasonable adjustments for all patients whom are known to the Learning disability and Autism team prior to presentation for care.

The Trust is working to address the new NHS National requirements for the Digital Reasonable Adjustment Flag. This will ensure that information about the reasonable adjustments required for all patients will be transferred from a national NHS database, thus supporting the information we have about the needs of our patients prior to booking appointments and responding to adjustments required by patients.

For outpatients appointments the Trust has a new digital appointment system that supports greater opportunity for patients to record their needs and request changes to appointments or information. This is called DrDoctor and is part of a national programme to support greater digital access for patients across the UK.

**Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts.**

The Trust have developed a Health Equity Delivery Plan 2023/24 to 2024/25 and are in the implementation phase. As part of this plan, The Trust have prioritised improvements in accessible information and communication (see attached). Progress against the objectives is discussed and managed by the Health Equity Delivery group which reports to the Quality and Outcomes Committee (a sub-group of Trust Board).

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) Health Equity Delivery Plan 2023/24 to 2024/25.

**Details on any training or education provided to staff within your organisation regarding reasonable adjustments for patients with disabilities.**

All staff are required to undertake Tier 1 of the Oliver McGowan Mandatory training.

An AIS e-learning module is being developed and will be rolled out as part of essential to role training for certain cohorts of our workforce. This will raise awareness for patient facing roles and those who coordinate information with and for patients. Wider public communications and posters will also be shared to showcase the Trust commitment to providing accessible information. In addition, a new website is being procured to respond to changes and national requirements about accessible information.

**The contact information of the designated individual or department responsible for overseeing the implementation of reasonable adjustments within your organisation.**

Debra Parsons, Interim Strategic Lead- Adult Learning Disability and/or Autism Services  
[debra.parsons@uhbw.nhs.uk](mailto:debra.parsons@uhbw.nhs.uk)

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**