

Freedom of Information Request

Ref: 21-473

16 September 2021

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) Do you currently have:

- a) A specific local AIS policy? Yes**
- b) An accessibility policy which references the AIS? No**

(2) How many of the following have you received since 1st April 2019 regarding provision of accessible information:

- (a) complaints? 15**
- (b) compliments? 15**

(3) How many of the following items have you issued to patients since 1st April 2019 under an AIS request?

- (a) large print letters**
- (b) braille letters**
- (c) audio files**
- (d) email letters**
- (e) text messages**

Please be aware that we are only able to provide information on documents processed since the 05th July 2021, due to data deletion policies in relation to data security and GDPR requirements. Since the 5th July 2021, we can confirm the following number and types of AIS documents have been processed:

CLEARREAD	3 documents
YELLOW PAPER	2 documents

(4) What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

The Trust is working primarily with the Bristol Sight Loss Council on making information and communication more accessible.

(5) What proportion of your staff has received formal accessibility training in the last year?

The trust does not have a formal accessibility training module for staff. Currently, we are working with colleagues and community partners to refresh our approach to implementing the Accessible Information Standard (AIS). One of the primary drivers for this improvement work is to increase the awareness of the AIS amongst all staff by way of training.

(6) What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?

We have not yet checked our current online material against the Government's Digital Accessibility Regulations. We have introduced a new temporary corporate website (www.uhbw.nhs.uk) following the merger of two hospital trusts to become University Hospitals Bristol and Weston NHS Foundation Trust in April 2020. The new website complies with the World Wide Web Consortium's (W3C's) Level AA guidelines for accessibility and we are committed to maintaining and improving the accessibility of our site. The website includes a range of accessibility options including the functionality to change the size and colour of the font, translate into different languages, read aloud the text, and use a keyboard for navigation. We use alt-text for images, descriptive text for web links, and include closed captions on our videos.

Our site specific websites (www.uhbristol.nhs.uk and www.waht.nhs.uk) from pre-merger are still in use for our hospitals in Bristol and Weston. These are older websites but do contain a built-in tool to enable users to alter the size of text, and closed captions for videos. Standard web browsing software offers options to allow users to alter the way they view content, and we do not override these options. Our websites explain how to use these tools including changing the font style and background contrast.

We are committed to replacing these old websites with a brand new Trust website which will adhere to all of the accessibility guidelines. Our aim is to commence this work during 2021-2022.

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:

Director of Corporate Governance
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**