

**Freedom of Information Request**

**Ref: 21-511**

1 October 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 – 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?**

Yes

**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?**

Not applicable

**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)**

This is picked up from referral and added to our patient administration system as an alert and

alert sticker is added to the patients paper records where required

**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.**

A review of our compliance with AIS was undertaken in 2019 which provided an action plan. We are currently in the process of refreshing our approach to AIS compliance in the Trust.

**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)**

2018/19 – 6

2019/20 – 0

2020/21 – 3

**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.**

Interpreting and translating spend excluding BSL and easy read:

2020/21 - £212,110

2019/20 – £352,682

2018/19 - £327,465

Unfortunately we are unable to provide a breakdown of assignment numbers for this data.

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**