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Freedom of Information Act Disclosure log - Reply Extract

You asked

NHS England recently published its [Accessible Information Standard](#) to make health and social care information more accessible to those with a disability, or a sensory impairment or loss.

In relation to the specific information format, the guidance states:

Organisations must ensure that an individual's recorded need for information in an alternative format is flagged and either triggers the automatic generation of correspondence / communication in an alternative format (preferred) or prompts staff to make alternative arrangements. A standard print letter must not be sent to an individual who is unable to read or understand it.

In light of this, XX would like to check progress as to how the Trust is meeting the standard by requesting the following information:

- 1. Does the Trust's information management system have the facility to flag patient records where a patient has an information or communication need?**

Yes, the Patient Management System allows staff to add an alert / flag which identifies language or communication needs – deaf, blind, interpreter required, dementia.

- 2. Where hard copy correspondence is generated, is this produced in the font size 12 or above?**

Correspondence is generally produced in font size 12, however, when required, paper documents can be produced in a larger font size normally 14 or 16. If patient information or other documents are required they can be reproduced in alternative formats and font sizes through the Patient Services Team.

- 3. Does the information management system allow you to print correspondence in large print if this is required by a patient? If not, how is this being addressed?**

Alert notifies staff there is a requirement for larger font size, the letter is printed and then reproduced in the necessary size unless it is an ophthalmology patient when this is automatically generated by our patient management system.

4. Can you provide us with an explanation as to what work is being undertaken to ensure the Trust is working towards meeting the requirements of the standard?

Assessment completed against the key elements of the standard. Many systems and processes already in place including interpreting and translation, alerts on patient management system, Learning disabilities communication and dementia standards. Working towards earlier notifications through the referral system to ensure hospital is aware at first point of contact.

Attachments included: No