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Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

Further to your request 16FO615 (See Annex One)

You asked

1. **Is the Patient Management System, that allows an alert to be added regarding communication needs, used by all departments within the Trust?**

No - the Patient Management Systems are not available to all departments. To do so would breach the principles as defined in the Data Protection Act. A number of departments have no right of access to clinical records because it is not relevant to their role within the Trust.

All clinical services will have staff that can access the Patient Management Systems as assessed and appropriate to their role. Alerts can be added to clinical systems and each patient record as and when appropriate.

Departments such as the Freedom of Information Act Office for example do not have access to the Patient Management Systems or clinical records, but have regular contact with people who have communication needs. We make reasonable adjustments to meet each applicant's needs when asked to do so. Each letter invites applicants to express their needs and we will do are best to meet that need/s. Other departments will make other arrangements, having assessed the equality impact assessments associated with their roles and functions.

2. **If there are other systems used within the Trust;**

- a. **Which departments is it used by?**

The Trust has over 170 other systems used by some 200 departments

- b. **Does the system also have the ability to add an alert/flag which identifies language or communication needs?**

The detailed capability of each system is not known or centrally recorded.

3. **What is the process for patients to register their requirement to receive correspondence/documents in a larger font size (normally 14 or 16)?**

For iPM, (our Patient Administration System (PAS)) an alert can be applied to the system stating:

“Patient requires letter in larger font – see comments for font size”. The users can then add in the font which is required ie 14 or 16.

Where there is an interface for alerts between systems this will also be seen.

There may or may not be some systems that do not interface with PAS, however patients can make their needs known and the Trust is happy to promote equitable access, albeit occasionally with a repeat declaration of their needs.

Legal notes for Q3

The Trust has approximately 100 system managers that maintain their clinical systems. The appropriate limit for further assessment of the interface with each manager and the collation of the responses could not be achieved within the appropriate limit. The information requested is not held centrally.

Attachments included: No

Annex one

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.