

Request for information under the Freedom of Information Act – 2021.937
Released – 9 September 2021

Thank you for your email received 27 August 2021 requesting information regarding accessible information.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

I have a series of questions in relation to your Trust policies and approach on the NHS Accessible Information Standard (AIS) and particularly how this impacts on blind and partially sighted patients and service users.

1) Do you currently have:

a) A specific local AIS policy?

Yes, please see policy attached.

b) An accessibility policy which references the AIS?

See above in response to question 1a.

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

(a) complaints?

Zero

(b) compliments?

One (via easy read contact form)

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

(a) large print letters unknown. This will be completed individually by services.

(b) braille letters 0

(c) audio files 0 (no direct patient information). Some patient experience surveys are available in audio.

(d) email letters unknown. This will be completed individually by services.

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

(e) text messages unknown. This will be completed individually by services.

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

None currently due to COVID-19 restrictions. Pre-COVID the team regularly attended public and staff events to demonstrate AIS provisions and support for patients, including those with sight impairments.

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

In the last 12 months (September 2020 to August 2021) 73 individuals have completed the training out of 5090 active substantive staff in TAPs.

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

We are unable to provide an answer to this question as a percentage, however we can advise that we undertook an accessibility review of our public website and multisites in November 2020 with our third party developers. Ensuring all essential information is created as webpages so users can use our accessibility toolbar to translate, read aloud, simplify and more.

The review included an audit of all documents across the website(s) and where necessary recreating them as content on a webpage.

We do not generally add new PDFs to our site. There are some exceptions:

- we add some PDFs as downloads of reports or publications
- our annual reports and other reports, which must, by law, be laid before parliament in a printed version, and then appear unaltered
- downloads intended for print purposes, such as posters.

More details about accessibility on our website(s) including our accessibility statement can be read here - <https://www.kentcht.nhs.uk/website-accessibility/>