

**Request for information under the Freedom of Information Act – 2021.965**  
**Released – 5 October 2021**

Thank you for your email received 24 September 2021 requesting information regarding accessible information.

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

**Summary of your original request:**

**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)**

Patient/family/carer needs are flagged on the electronic record or a communication needs sticker is placed on the paper record.

Chairman John Goulston Chief Executive Paul Bentley

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

**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.**

April to September 2018 – data collected from electronic patient record system to identify the number of patients recorded with communication/information needs.

April 2019 – patient experience survey feedback related to accessible information was reviewed and actions were identified for individual services to take forward, i.e. procurement of new hearing devices.

September 2020 – accessibility review and report for trust website, as per government regulations. Changes made included all documents viewable with accessibility software and all films include subtitles.

**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)**

None

**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.**

Excluding BSL and Easy Read costs:

2018/19 = £165,066.21

2019/20 = £156,159.14

2020/21 = £114,892.17