

Ref: FOI/GS/ID 4429

**Please reply to:**  
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### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Deaf/Hard of Hearing patients.

You asked:

#### **Question 1**

In the last 3 1/2 fiscal years how many of the Deaf / Hard of Hearing patients have been referred to the hospital by their GP requiring them to have an appropriate interpreter?

2014/15:

2015/16:

2016/17:

2017/18 (April to September):

#### **Question 2**

In relation to Question 1 above - how many of the Deaf / Hard of Hearing patients did not have an interpreter that was required to attend?

2014/15:

2015/16:

2016/17:

2017/18 (April to September):

### **Question 3**

In relation to Question 2 above - please give reasons and the number of incidents for the omission of interpreters at the appointment e.g.

- a. The hospital / surgery IT booking system does not facilitate for interpreting requests (flag up).
- b. Overlooked by the GP.
- c. Overlooked by the hospital.
- d. Overlooked by interpreting agency.
- e. Overlooked by interpreter.
- f. Incorrect booking date.
- g. Interpreting cost not accounted for in the budget
- h. Interpreting budget overspent
- i. Other (please state).

### **Question 4**

In relation to Question 3 above - how was each incident dealt with?

### **Question 5**

If an appointment is cancelled in advance - do the hospitals have the necessary mechanism in place to ensure that the interpreter is informed of the cancellation and the new appointment date agreed with the patient?

### **Question 6**

If the answer to Question 5 above is no - what measures do you have in place?

### **Question 7**

Do you give an extra time slot when a Deaf / Hard of Hearing patient attends an appointment with an interpreter?

### **Question 8**

a. Do you train your existing members of staff including CEO, senior, junior officers, GPs and front-line staff to understand and implement the **Accessibility Information Standard** (AIS) accordingly?

b. Is AIS also included in the new staff induction pack?

c. When was the last time you conducted a Deaf Awareness Course?

The Trust response:

Q1. Referrals are held in each patient record and therefore the Trust has estimated that it will cost more than the appropriate limit to consider this part of your request. The appropriate limit is specified in regulations and represents the estimated cost of one person spending 3½ working days in determining whether the Trust holds the information, locating, retrieving and extracting the information. Under Section 12 of the Freedom of Information Act 2000 the Trust is not obliged to comply with this part of your request and we will not be processing this part of your request further.

Q2. One incident was raised in 2013.

Q3. A sign interpreter arrived at 08:00 for a 14:00 appointment and was unable to stay.

Q4. The Trust was unable to locate another interpreter. The patient was seen but communication was difficult.

Q5. Yes, advance cancellations are handled in line with policy and procedure. Interpretations requests are managed through an online portal and interpreters are cancelled and rebooked via the portal.

Q6. Not applicable.

Q7. Appointment administrators have the ability to book appointment slots based on individual patient need.

Q8. The Trust has a working group for the Accessible Information Standard (AIS) and awareness for all Trust staff features in the project plan. AIS is not yet incorporated into the new staff induction pack. The Trust does not provide any Deaf Awareness Courses centrally.