

Ref: FOI/GS/ID 6969

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

07 October 2021

## **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 Accessible Information Standard (AIS).

*You asked:*

- 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?*
  - B. routinely highlight or 'flag' in the person's file or notes that they have information or communication needs which must be met?*
  - C. routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?*
- 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?*
- 3. If you have answered yes to 1B, what is the process by which patients' needs are recorded and subsequently acted on? (e.g. via pop-up alerts within patient administration system, use of colour-coded stickers within paper records)*
- 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.*
- 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 (e.g. figures for one year, any snapshot reports/audits)*

*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.*

Trust response:

1.

A - For inpatients this is assessed on admission by the means of a nursing assessment. Outpatients will be asked on making the appointment with the GP or when contacted by the Trust. On occasion a 3rd party agency / service will notify ahead of an appointment / admission to the relevant team to ensure reasonable adjustments have been made.

B – This can and is done on the Allscripts / Sunrise clinical information system. CAU team can advise to the follow up question below\*

C – This information about the patient is passed on if referring into the community upon discharge by means of the electronic discharge notification form (EDn). A copy of this information is also given to the patient. Further sharing with consent is facilitated by our specialist nurses such as Learning disability and dementia facilitators to other NHS or social providers in the community.





2. Not applicable











3. Pop up alerts within the sunrise / Allscripts system. Booking clerk or nurse will add this on admission

4.

Please see table below with embedded reports

Further information regarding audits below;

|   |  |  |
|---|--|--|
| AIS Champions Journey<br>(internal Audit) | Was to be held on 16 <sup>th</sup><br>March 2020. This was put<br>on hold due to covid | <br>AIS Champion's<br>Journey - Monday 11<br><br>Champions Journey<br>feedback form.docx |
| AIS Policy                                |  | <br>Accessible<br>information p&p [R]   |
| Historical action logs                    |  | <br>OLD AIS Working<br>Group Closed Action  |

|  |  |  |
|--|--|--|
| Audit by health watch;<br>action log with<br>recommendations included<br>2018/19 |  |  AIS Working Group<br> AIS Working Group<br> Action Log August 2018<br> Meeting Action Log<br> AIS Working Group<br> AIS Action Log<br> Old Style Mins Sept<br> January 2019.xlsx<br> Patient feedback<br>for Maidstone & Tunbridge Wells |
| Healthwatch audit for<br>partially sighted patients<br>2019/20                   |  | <br>Healthwatch Kent<br>Impact report - support   |

5. The Trust does not have a subject code specifically for AIS. In order to gather the information requested we would need to manually go through all the communication complaints and compliments received in the time frame requested. 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.

6. Under Section 21 of the Act we are not required to provide information in response to a request if the information is already reasonably accessible to you. The information you requested is available from the trust website [WWW.MTW.NHS.UK](http://www.mtw.nhs.uk) Please enter Interpreting Services into the search box and the response will be shown. Alternatively, please use the following link: <http://www.mtw.nhs.uk/wp-content/uploads/2021/08/Interpreting-Services.-040821.pdf>