

Ref: FOI/GS/ID 8523

**Please reply to:**  
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Trust Management  
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[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

26 February 2024

## **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 Hospital Policy on Reasonable Adjustments under the Equality Act 2010.

*You asked:*

- 1. A copy of your policy or guidelines regarding the identification and implementation of reasonable adjustments for patients under the Equality Act 2010.*
- 2. Information on the processes and procedures in place for health and care workers within your organisation to record and communicate reasonable adjustments for patients, including the use of the Reasonable Adjustment Flag on the NCRS.*
- 3. Details about the categories of adjustments and types of adjustments that can be recorded for patients on the Reasonable Adjustment Flag, as specified in the NHS guidance.*
- 4. Any documents or guidelines that you provide to your staff regarding the assessment and recording of patients' needs for reasonable adjustments, including communication requirements and impairments.*
- 5. Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital.*
- 6. Any data or statistics related to the number of patients within your organisation who have been flagged as needing reasonable adjustments, and the types of adjustments commonly provided.*
- 7. Information on how you comply with the legal obligation under the Equality Act 2010 to make anticipatory reasonable adjustments, particularly in cases where patients are referred or present for care.*
- 8. Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts.*
- 9. Details on any training or education provided to staff within your organisation regarding reasonable adjustments for patients with disabilities.*

*10. The contact information of the designated individual or department responsible for overseeing the implementation of reasonable adjustments within your organisation.*

Trust response:

1, 2, 3, 4, 5, 7, 8 and 9.

These documents have been added to the email.

6. For patients with Autism and Learning Disability the reasonable adjustments provided are personalised to an individual's need. These adjustments may include but are not limited to the following.

- information given in an easy to understand format or easy read leaflets
- double appointment slots
- reduced wait times
- quiet area to wait
- being flexible with appointment times / admission times i.e. 1st or last appointment of the day
- direct to ward or theatre admissions
- enabling carer or family to remain with patient or visit outside of visiting hours
- enabling patient to bring in items that help reduce their anxieties
- Enabling patients to visit departments before their appointment to help familiarise them and reduce their anxieties
- hospital passports
- Autism health passports.

10. Maidstone & Tunbridge Wells NHS Trust receives a number of requests for details relating to the professional lives of our staff from private individuals and organisations, some of whom are involved in recruitment and marketing. On very rare occasions it might be considered in the public interest to disclose some information but in such cases the views of the individual staff concerned is always sought.

Information relating to staff that is not currently publicly available on our website will not be released under Freedom of Information Act 2000 Section 40(2) (personal information) as it relates to the personal information of employees.

The Trust follows guidance issued by the Information Commissioner's Office on the disclosure of personal data including direct contact details.

The Trust Executive structure chart is available on the Trust website [www.mtw.nhs.uk](http://www.mtw.nhs.uk) and details of our Clinically Led Organisation can be found on the trust website using the following link: <https://www.mtw.nhs.uk/wp-content/uploads/2022/10/Clinically-Led-Brochure-101022.pdf>

Alternatively, from our website home page, click the About Us Tab, then the Clinically-led Organisation tab where you will find all the information.