

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100

Request for Information Reference: 11.20.25

Email: cdda-tr.cddftfoi@nhs.net

Email only

10 December 2020

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 13 November 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to sign language services and I am providing the following information in response to your specific questions:

**1. Do patient records have symbols or give an easy indication that a patient is hard of hearing or deaf?**

There is an accessibility alert that can be added to CaMIS if someone has informed us that they require BSL support.

**2. How much does the Trust pay for British Sign Language (BSL) interpreting services each year?**

2019/20 the Trust paid £26,065.44 which equates to 279 sessions.

**3. Is there a specific BSL interpreting service County Durham and Darlington Foundation Trust use?**

Everyday Language Solutions.

**4. How many deaf patients are registered with County Durham and Darlington Foundation Trust?**

Searching the Trust's patient record system (CaMIS) for the CPI alert 'BSLI' (Req British Sign Lang Interpreter (the Trust has identified there are two deaf patients registered with the Trust.

**5. Can staff access free or supported BSL courses with the Trust?**

No, this is not currently available to staff.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**