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Request for Information Reference: 09.21.35

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Email only

12th October 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 20th September 2021 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 equality and communication and I am providing the following information in response to your specific questions:

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?

The Trust is not in direct contact with the patient at the point of referral or registration, so do not ask them, but patients are informed of accessible information needs when they attend.

b) Routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?

Yes, this is recorded on the Patient Administration System (PAS).

c) Routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?

No, information is not routinely shared.

2. Barriers to compliance:

a) If you have answered 'no' to 1A, what is the main reason why this is not currently done?

As above the Trust does not communicate to the patient at that point, but do it at attendance.

b) If you have answered 'no' to 1B, what is the main reason why this is not currently done?

Please see answer to question 2a.

c) If you have answered 'no' to 1C, what is the main reason why this is not currently done?

Each organisation has its own responsibilities under the standard. The recording and use of the patient needs is specific to the use by our organisation in relation to patient care.

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)?

Alerts within PAS.

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?

The Trust has not conducted audits on compliance only an annual review of the number of alerts on the system. However, the guidance has been updated and we have elevated the monitoring and plan to audit from 2021-22. The Trust is currently developing the tool with the compliance team.

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)

The Trust does not centrally record this information and estimates that it would take a significant amount of time to gather the information requested as this would fall under communication and would need to be manually read through to determine the exact issue. Therefore, we are refusing this section of your

request for information pursuant to section 12 of the Act on the grounds that we estimate that the cost of complying with the request would exceed the appropriate limit. The appropriate limit at the present time is £450.00 which equates to eighteen hours of work by a member of staff at the rate of £25 per hour.

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?

If it is not possible to provide the details requested without incurring the within the limit?

Everyday Language Solutions were successfully awarded this contract in July 2018 and we are therefore only able to supply the data on our interpreting and translation into non-English languages (excluding British Sign Language (BSL) interpreting and translation of materials into easy read) from 1st July 2018. Prior to this date we are unable to separate out BSL sessions:

1st April 2018 to 30th June 2018 we had 640 requests (which will include some BSL sessions) at a cost of £48,798.82

1st July 2018 to the 31st March 2019. This was 1498 requests and the total spend was £79,584.25

2019/20: 2213 requests total spend £120,462.87 (this excludes BSL requests)

2020/21: 1717 requests total spend £87,583.68 (this excludes BSL requests)

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.

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.

Yours sincerely

Corporate Records and Freedom of Information Facilitator