

Ref. No: 260310821  
From: Commercial  
Date: 31/08/21  
Subject: NHS Accessible Information Standard

## REQUEST & RESPONSE

1) Do you currently have:

a) A specific local AIS policy?

We have the 'policy to meet the communication needs of patients /Accessible Information policy – this policy has extensive information relating to the accessible information standard including what the standard is, what our responsibilities are, how staff can access communication support for patients who have declared that they have a disability and highlighted what support they need.

b) An accessibility policy which references the AIS?

See above

(2) How many of the following have you received since 1st April 2019 regarding provision of accessible information:

(a) complaints?

Nil

(b) compliments?

Nil

(3) How many of the following items have you issued to patients since 1st April 2019 under an AIS request?

(a) large print letters

none – but 3 requests for patient information/letters in a word version so that patients can view them using a screen reader or other assistive technology.

b) braille letters  
2

(c) audio files

0  
email letters

unknown – these may be requested on an ad hoc basis therefore unable to provide exact numbers

(e) text messages

Text messages regarding appointments/appointment reminders are sent out to all patients who provide mobile phone details and have not opted out of this service – unable to provide exact numbers as reminders are sent out several times

(4) What engagement do you have with people with a visual impairment regarding your implementation of the AIS?

We engage with visually impaired people from our local communities and local Healthwatch groups, members of all local Healthwatch groups attend regular committees and meetings in the Trust, and also the Trusts bimonthly patient participation group meetings. Members of the Trusts estates and facilities team attend patient participation group meetings to present plans for changes to the estate and gain feedback in those meetings.

Visually impaired people were consulted in the recent development of the new Trust website and participated in focus groups during the development of the website and asked to provide feedback regarding any additional improvements as the different parts of the website were nearing completion.

Visually impaired patients are also invited to take part in access audits to assess the suitability of various areas in the Trust, including newly builds and areas that have been altered and have the opportunity to comment on general accessibility, signage, lay out of the area etc.

(5) What proportion of your staff has received formal accessibility training in the last year?

We don't provide training specifically relating to accessibility but sections relating to accessibility is included in other training eg HR recruitment and selection training, Equality and diversity training, AIS training.

(6) What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?

The Trust website/online material is now 82% accessible