

Date: Tuesday, 12th October 2021
Our Ref: MB/SS FOI 4898

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Re: Freedom of Information Request FOI 4898

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 20th September 2021.

Your request was as follows:

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?
- 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?

1.a. Here at The Walton Centre NHS Foundation Trust (WCFT) at the point of registration, Accessible Information requirements are recorded where this is stated on the patients referral. We ask patients for their information and communication needs once they have booked their appointment with us. It is included in our Patient Registration form.

1.b. Yes, where this is indicated on patient referral, or we are advised by the patient of their information of communication needs.

1.c. Where this is appropriate and relevant to the patients care and with the patients consent, then yes we would share this with other providers.

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?

N/A

3 - If you have answered yes to 1B, what is the process by which patients' needs are recorded and subsequently acted on? (eg via pop-up alerts within patient administration system, use of colour-coded stickers within paper records)

These are recorded on the patient administration system and also on the orange alert card in the patient record.

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.

Here at The WCFT in the last three full financial years we have not undertaken any audits to assess your compliance against the Accessible Information Standard or the provision of accessible information.

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)

Here at The WCFT in the last three full financial years we have no complaints which primarily related to patients not receiving information in accessible format.

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 Act's Section 12 time/cost limit, please the information you are able to provide within the limit.

I can confirm that The Walton Centre NHS Foundation Trust (WCFT) holds the information you have requested. However, I am unable to provide you with that information as I consider that the following exemptions apply to it.

Section 21 - Information already reasonably accessible to you

This information is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (FOIA), as it is already reasonably accessible to you. The information you have requested is published on The Walton Centre NHS Foundation Trust (WCFT) website, under FOI disclosure log - FOI 4814. Please use the following link:

<https://www.thewaltoncentre.nhs.uk/contact-us/disclosure-log.htm>

This exemption is not subject to the public interest test. This response therefore acts as a refusal notice under section 17 of the FOIA.

Please see our response above in blue.

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with

guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4898 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information