Date: 21/09/2021

FREEDOM OF INFORMATION REQUEST FOI/015853 - NHS Accessible Information Standard

I have a series of questions in relation to your Trust policies and approach on the NHS Accessible Information Standard (AIS) and particularly how this impacts on blind and partially sighted patients and service users.

1) Do you currently have: -   Yes, this is currently under review
a) A specific local AIS policy?
b) An accessibility policy which references the AIS?

(2) How many of the following have you received since 1st April 2019 regarding provision of accessible information:
(a) complaints?   -   On the complaints database there is no specific drop-down category for 'accessible information'
A complaint of this nature may be recorded in the description of the complaint. A report has been run in the free text field of the complaints database using the terms 'accessible information, deaf, blind and braille as a search parameter. If there is a complaint about accessible information and this is not mentioned in the free text field this would not be picked up.

- This search has been carried out and has identified one complaint made in respect of communication with a patient and the accessible information standard during the requested period (1 April 2019 to date (1 September 2021)).

(b) compliments? - No compliments in relation to accessible information

(3) How many of the following items have you issued to patients since 1st April 2019 under an AIS request?
(a) large print letters
(b) braille letters
(c) audio files
(d) email letters
(e) text messages

Please note the Trust uses a third party for the above. The information requested is only from 1/10/2020 and there have been no requests under AIS.

(4) What engagement do you have with people with a visual impairment regarding your implementation of the AIS?
-   In terms of engagement, we ensure our people's panels are accessible to all and have previously arranged a BSL interpreter to allow a gentleman with hearing impairment to attend. We have offered notes and feedback in large print. we share our panel invitations with local groups and organisations who support people with different needs, so they can disseminate the information in a format that is relevant to the needs of the people they support.

(5) What proportion of your staff has received formal accessibility training in the last year?   -   There is no formal training. It is not a requirement identified by the UK Core Skills Training Framework (CSTF) as required by all NHS employees

(6) What percentage of current online material has been officially checked for compliance with the Government's Digital Accessibility Regulations?
-   To see the Trust statement on accessibility please go to