

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 20 September 2021.

I am pleased to confirm the following.

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?**
GP to request on referral prior to sending to MKUH
- **B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?**
We can only add requests in EDM . There is a function in e-Care to add patient special requirements. Schedulers do not check EDM for any specific patient requirements. Following patients follow up appts clinician should add specific requirement if interpreter is needed.
- **C – routinely share this information with other providers of NHS and adult social care when patients have given consent/permission to do so?**
NHS Digital collect patient information; Patients can opt out if they choose, this will need to be actioned by GP. Patients can access NHS app, there is an option to opt in/out of shared information

2. Barriers to compliance:

- **A - If you have answered ‘no’ to 1A, what is the main reason why this is not currently done?**
GP to request on referral prior to sending to MKUH
- **B - If you have answered ‘no’ to 1B, what is the main reason why this is not currently done?**
Please see above.
- **C - If you have answered ‘no’ to 1C, what is the main reason why this is not currently done?**
Please see above.

- 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)**

Unable to provide answer

- 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.**

Unable to provide answer

- 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)**

Unable to provide answer

- 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.**

2018-2019	£130.8k
2019-2020	£125.9k
2020-2021	£16.0k

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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