



**East London**  
NHS Foundation Trust

**Information Governance**

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7 October 2021

**Our reference: FOI DA3953**

I am responding to your request for information received 21 September 2021. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**

Chair: Mark Lam

Chief Executive: Paul Calaminus

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*We respect*

*We are inclusive*

**Request:**

Please find below a request under the Freedom of Information Act. This information would normally be provided by your trust's patient equality lead/manager, possibly in conjunction with the leads for your patient administration/appointment-booking systems.

**Question 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?**

Answer: Information is gained on admission and then added to the clinical record. This will then form part of care planning.

**B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?**

Answer: There is a flag for learning difficulties or communication issues on the clinical system.

**C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?**

Answer: If relevant to care, this will be shared with NHS or other agency upon agreement from service user (external agency).

**Question 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?**

Answer: Not applicable.

**Question 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)**

Answer: Additional personal Information field on the clinical system.

**Question 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.**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

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*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.*

The Trust has not undertaken any local audits to assess compliance against the Accessible Information Standard or the provision of accessible information. The Trust does not hold the information requested and it is therefore not disclosable.

**Question 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)**

Answer: Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—*

*(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to him.*

The Trust does not record complaints regarding "accessible formats". The Trust does not hold the information requested and it is therefore not disclosable.

**Question 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.**

Answer: The spend figure for 2020/2021 is £898,626.69

The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information regarding previous years requested is accessible here:

<https://www.elft.nhs.uk/uploads/files/1/FOI/ANON%20Response%20-%20FOI%20DA3519%20%282%29.pdf>