

Ref: FOIA Reference 2024/25-549

Date: 2nd December 2024

Email foi@uhnm.nhs.uk

Dear Sir/Madam

I am writing in response to your email dated 11th November 2024 requesting information under the Freedom of Information Act (2000) regarding What policies and procedures are in place within NHS UHNM hospitals and A and E departments, to ensure continuity of care between the deaf or hard of hearing patient and their care provider's.

Q1 What policies and procedures are in place within NHS UHNM hospitals and A and E departments, to ensure continuity of care between the deaf or hard of hearing patient and their care provider's

A1 Contracts held with Deaflinks and Assist in order to provide BSL interpretation. Interpreter on Wheels via LanguageLine also available on demand and out of hours BSL interpretation. Text phone available within the PALS Department to liaise via text message. Emergency multilingual phrase book available.

Q2 Does it state on their records whether the patient is hard of hearing, lipreads, has a cochlear implant, or requires a bsl signer?

A2 Yes, Head of Patient Experience and Deputy are able to add accessibility alerts to a patient's electronic health records to identify the needs specified in the above question.

Q3 How is this recorded In readiness for a nhs appointment or treatment?

A3 Accessibility alert added to patients' electronic health records which is available for all staff to view.

Q4 Should an emergency arise with a *hearing patient* within UHNM hospitals, and the patients next of kin is deaf, what policies and procedures are in place throughout UHNM to ensure the deaf next of kin is kept informed of any changes in particular when it is time critical?, (the next of kin has power of attorney, which also includes organ donation).

A4 See below:

Accessible Communication & Information Policy G23
Staff are able to utilise the text phone within the PALS Department.
Staff are able to offer email updates.

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

Yours,



Leah Carlisle
Head of Data, Security & Protection and Health Records
Data Protection Officer