



Trust Headquarters
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www.secamb.nhs.uk

21st October 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210923.

You requested the following information, please also see our response below:

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?**
No
- **B – routinely highlight or ‘flag’ in the person’s file or notes that they have information or communication needs which must be met?**
No
- **C – routinely share this information with other providers of NHS and adult social care, when patients have given consent/permission to do so?**
No

2 – Barriers to compliance:

- **A - If you have answered ‘no’ to 1A, what is the main reason why this is not currently done?**
Patients are not pre ‘registered’ or ‘referred’ to the Trust’s emergency service prior to calling 999.
- **B - If you have answered ‘no’ to 1B, what is the main reason why this is not currently done?**
As above, patients are not registered with or referred to our service, therefore there is no pre-gathering of information about them before 999 is called.
- **C - If you have answered ‘no’ to 1C, what is the main reason why this is not currently done?**
We do not have information to share.

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)

The Trust's Emergency Operations Centre (EOC) uses a Computer Aided Dispatch (CAD) system for handling incoming 999 calls. The CAD has in-built functionality to add 'at-risk markers' for individual patients, which flag to the call-handler and are automatically notified through to any responding resources. The CAD has a variety of at-risk markers for a variety of reasons. One of the reasons is to notify the presence of a Patient Specific Instruction (PSI) for an individual patient. A PSI is a document created by the Trust for individual patients who require specific care or treatment that falls outside of normal clinical practice, policy, procedure or process. The creation of a PSI is applied for by a professional involved in the patient's care – e.g. GP or hospital specialist.

For individual patients who have specific communication needs, a professional could apply for a PSI creation, which would then include an at-risk marker on the CAD.

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.

No

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)

None

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.

Values are rounded to the nearest £

Years	Amount £
2018-19	16,538
2019-20	31,127
2020-21	60,096

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**