

Ref: FOI/2023/8784

Date Received: 28<sup>th</sup> March 2023

Response Due: 27<sup>th</sup> April 2023

Date: 5<sup>th</sup> April 2023

Dear Sir/Madam

You asked:

- 1. Who within your Trust is responsible for the procurement of any BSL services? Do you have their email address?**

[EqualityandDiversity@wwl.nhs.uk](mailto:EqualityandDiversity@wwl.nhs.uk)

- 2. Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?**

Communications Department email: [preenquiries@wwl.nhs.uk](mailto:preenquiries@wwl.nhs.uk)

- 3. Are your external comms/content currently provided in BSL for the Deaf community?**

Yes

- i) If yes, do you outsource these BSL translations to an agency?**

No, If it is requested / required translations would be provided by our current provider DA

Languages

- ii) If no, do you have any plans to provide your comms/content in BSL?**

N/A

- 4. Who within your Trust is responsible for Staff training? Do you have their email address?**

Staff Experience – [staff.experience@wwl.nhs.uk](mailto:staff.experience@wwl.nhs.uk)

**5. Are you currently providing Deaf awareness training to your Staff?**

This is not offered as standard but can be requested by staff members

**6. Does your Trust have an on-demand BSL VRI service in place for patients?**

Yes

**i) If yes, who is the provider you are using?**

DA Languages

**ii) If no, who is the best contact in your Trust to speak to about implementing this so patients will have access to this service?**

N/A

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tracy Boustead  
Acting Chief People Officer

**PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

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

Helpline number: 0303 123 111