

Information Governance Department

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Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2023/9254

Date Received: 28th September 2023

Response Due: 26th October 2023

Date: 30th October 2023

Dear Sir/Madam

You asked:

I kindly request the following information:

A copy of your policy or guidelines regarding the identification and implementation of reasonable adjustments for patients under the Equality Act 2010.

The Trust does not currently have a separate Policy on providing guidance to staff on how to support patients that require reasonable adjustments due to a disability, impairment or long-term condition (this is currently being reviewed in line with Accessible Information Standard compliance). Patients' needs and any reasonable adjustments are captured on individual basis / admission and accommodated within patient care plan / pathway.

Information on the processes and procedures in place for health and care workers within your organisation to record and communicate reasonable adjustments for patients, including the use of the Reasonable Adjustment Flag on the NCRS.

The Trusts systems (PAS / Patient centre) are not linked to the national Spine, so would not be alerted to the reasonable adjustment flag on NCRS. Only GPs have access to add reasonable adjustments to NCRS. The Trust would be reliant on the GP informing the Trust via patient referral.

The Trust has however implemented a range of actions to date, to respond to patients who have a disability, and require reasonable adjustments. Some of these include:

- Functionality identified on PAS to enable the recording of patient's needs (RPN).
- IT Solution identified for one aspect of AIS - Ensuring all letters which are routed via Synertec are printed in the patient's preferred format. The Trust worked with Synertec to implement

'capture and share' system which facilitates the capture and acting upon information needs for all letters that are routed through synertec. Appointment Centre staff ask patients if they have any communication needs and record accordingly.

- On-line Appointment Booking webpage amended to include reference to communication / information needs.
- Patient needs / requirements are routinely captured within nursing admission documentation. Recorded on HIS System under 'activities of daily living assessment'. Visible to clinical staff during in-patient stay.
- Access to Face to Face British Sign Language Interpreters available. Services recently reviewed and new provider sourced and implemented.
- The specialist learning disability team can be contacted to support all services to make the reasonable adjustment to meet the needs of people with learning disabilities.

The Trust recognises that two individuals with the same impairment may require very different reasonable adjustments to be made and that any reasonable adjustments must be identified and agreed *with* the individual and not *for* them.

Details about the categories of adjustments and types of adjustments that can be recorded for patients on the Reasonable Adjustment Flag, as specified in the NHS guidance.

Only GPs have access to add reasonable adjustments to NCRS. The Trust would be reliant on the GP informing the Trust via patient referral. The Trusts systems (PAS / Patient centre) are not linked to the national Spine, so would not be alerted to the reasonable adjustment flag on NCRS.

Any documents or guidelines that you provide to your staff regarding the assessment and recording of patients' needs for reasonable adjustments, including communication requirements and impairments.

Reasonable Adjustment Guidelines currently being reviewed.

Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital.

Patients needs and any reasonable adjustments are captured on individual basis / admission and accommodated within patient care plan / pathway.

Any data or statistics related to the number of patients within your organisation who have been flagged as needing reasonable adjustments, and the types of adjustments commonly provided.

This data is not currently routinely recorded at present. Reasonable adjustments are provided on an individual basis. Some examples of the types of adjustments commonly provided, include:

- Providing information / correspondence in alternative formats, large print, audio, braille and other languages.
- Access to interpreter and translation services
- Access to wheelchairs, specialist equipment etc.

- longer appointments if someone needs more time with a doctor or nurse to make sure they understand the information they are given.
- Carers are welcomed to attend with patients. Trust recently launched Carers Passport Policy.

Information on how you comply with the legal obligation under the Equality Act 2010 to make anticipatory reasonable adjustments, particularly in cases where patients are referred or present for care.

Reasonable adjustments are provided on an individual basis. Some examples of the types of adjustments commonly provided, include:

- Providing information / correspondence in alternative formats, large print, audio, braille and other languages.
- Access to interpreter and translation services
- Access to wheelchairs, specialist equipment etc.
- longer appointments if someone needs more time with a doctor or nurse to make sure they understand the information they are given.
- Carers are welcomed to attend with patients. Trust recently launched Carers Passport Policy.

Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts.

[EDI Strategy v2.pdf \(wwl.nhs.uk\)](#) /
[WWL Teaching Hospitals NHS Foundation Trust | Equality and Diversity](#)

Details on any training or education provided to staff within your organisation regarding reasonable adjustments for patients with disabilities.


The Oliver McGowan Mandatory Training for learning disability and Autism is in the process of being rolled out across our Trust, at this stage the eLearning is live with Tier 1 and Tier 2 training that will follow at a future stage.

The contact information of the designated individual or department responsible for overseeing the implementation of reasonable adjustments within your organisation.

This would be the responsibility of numerous departments within the Trust – Queries should be sent to EDI@wwl.nhs.uk

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 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Amanda Cheesman
Deputy Chief Nurse

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