

Our Ref: 478/2023
September 2023

Re: Your request made under the Freedom of Information Act 2000

I am writing to make a formal request for information under the Freedom of Information Act 2000 regarding any policy and procedures related to the identification and implementation of reasonable adjustments for patients with disabilities, in accordance with the Equality Act 2010.

The Equality Act 2010 imposes a legal duty on organisations, including healthcare providers, to make reasonable adjustments to their services to ensure that they are accessible to individuals with disabilities, and on par with services provided to individuals without disabilities. It has come to my attention that you utilise the Reasonable Adjustment Flag on the National Care Records Service (NCRS) to record, share, and view details of reasonable adjustments for patients across the NHS in England. I am interested in understanding how you implement and adhere to this policy to ensure equitable healthcare access for patients with disabilities.

Therefore, 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.

See attached Policy

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. **We have flags on our CAMIS system**

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. **We record Learning disabilities, blind, deaf etc**

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.



Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital. **we don't currently audit**

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. **not routinely collected**

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. **We have a flagging report**

Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts. **Not aware of any**

Details on any training or education provided to staff within your organisation regarding reasonable adjustments for patients with disabilities. **We have Accessible information standards group, patient experience group, we have LD ambassords**

The contact information of the designated individual or department responsible for overseeing the implementation of reasonable adjustments within your organisation. **Grace Mhora Head of patient experience**