

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 28 March 2023.

I am pleased to confirm the following.

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

Patient access team have a contract with AA Global for provision of Interpreting service for the trust which includes BSL interpreting

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

The Communications team – communications@mkuh.nhs.uk

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

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

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

No we currently do not provide BSL accessibility on our website. The majority of our external comms is written and where video content is developed, either on our website or social channels, we ensure we use closed captions.

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

susan.coombs@mkuh.nhs.uk

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

we are currently in the process of creating our own 'Deaf Awareness' eLearning package which will be more relevant to Trust staff.

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

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

Yes, AA Global do provide on demand video interpreting service for BSL

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

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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