FOI 2099

Date 05/06/2023

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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

All videos produced by the Trust and distributed on our website and social media channels have audio subtitles to ensure those who are deaf or have hearing impairments can access these messages.

a. If yes, do you outsource these BSL translations to an agency?

N/A

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

We do occasionally share BSL video content on our digital channels from other healthcare partner organisations or community groups and will continue to do so.

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

The Trust are planning to make this training available to all staff, the training department is reviewing this.

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

The Trust has on-demand BSL VRI service in place for patients

a. If yes, who is the provider you are using?

DA languages and Silent Sounds

b. 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

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 Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

 Yours sincerely,

 *FOI Officer*

 Bedfordshire Hospitals NHS Foundation Trust