

Freedom of Information  
 Frimley Health NHS Foundation Trust  
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 Camberley  
 Surrey  
 GU16 7UJ

Date: 9<sup>th</sup> August 2019

[www.frimleyhealth.nhs.uk](http://www.frimleyhealth.nhs.uk)

Address: [request-571704-76332d78@whatdotheyknow.com](mailto:request-571704-76332d78@whatdotheyknow.com)

Dear Requester

Request for Information Reference: FOI 0272-19

**Please note: The email address for submitting FOI requests is: [fhft.foi@nhs.net](mailto:fhft.foi@nhs.net) please always use this email address.**

Thank you for your request for information which was received on 29<sup>th</sup> April 2019, which is detailed below with the Trust's response.

You have requested a response from the merged trust Frimley Health NHS Foundation Trust; this includes a response from Frimley Park Hospital and Heatherwood and Wexham Hospital.

	Information Request	Trust Response
	Can you please provide the following information specific to FHFT Policy and Procedures for FHFT' Patients in respect of FHFT duties and obligations under the Equalities Act 2010 to include (but not restricted to) FHFT Policies and Procedures for making Reasonable Adjustments for FHFT' Disabled Patients ["Act"]:	
1	Does FHFT have a Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act?	The Trust has an Equality Policy and an Equality Impact Assessment (EIA) Process to ensure policies comply with the Equality Act 2010
2	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, what date was that introduced/ brought into force by FHFT?	Policy and EIA process continually in place for the legacy organisations prior to and post October 2014

3	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, what is the total number of FHFT staff that have received formal training course(s) on FHFT Patient specific Policy and formal procedures? Please also break down that total number into the number for each FHFT site?	Equality and Diversity Training figures are:  Frimley Park 4,729 staff  Heatherwood & Wexham Park 3,329
4	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, who is the FHFT Board member (or senior management if not a Board member) head Accountable Officer within FHFT for this under the Act? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	Janet King  Director of HR & Corporate Services/Deputy CEO  (Tel Frimley 01276 604604  * Email: janet.king18@nhs.net
5	In the event that FHFT does not have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, which FHFT Board member (or senior management if not a Board member) is the head Accountable Officer within FHFT for that? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	N/A
6	Does FHFT have a Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 to make Reasonable Adjustments for FHFT Disabled Patients covered under the Act?	Yes  Equality Policy and EIA process
7	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 to make Reasonable Adjustments for FHFT Disabled Patients covered under the Act, what date was that introduced/ brought into force by FHFT?	Equality policy and EIA process continually in place for the legacy organisations prior to and post October 2014.  Interpreting Policy covering communication needs in place October 2015

8	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 to make Reasonable Adjustments for FHFT Disabled Patients covered under the Act, what is the total number of FHFT staff that have received formal training course(s) on FHFT Patient specific Policy and formal procedures? Please also break down that total number into the number for each FHFT site?	<p>Equality and Diversity Training figures are:</p> <p>Frimley Park 4,729 staff</p> <p>Heatherwood &amp; Wexham Park 3,329</p>
9	In the event that FHFT does have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 to make Reasonable Adjustments for FHFT Disabled Patients covered under the Act, who is the FHFT Board member (or senior management if not a Board member) head Accountable Officer within FHFT for this under the Act? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	<p>Janet King</p> <p>Director of HR &amp; Corporate Services/Deputy CEO</p> <p>(Tel Frimley 01276 604604</p> <p>* Email: <a href="mailto:janet.king18@nhs.net">janet.king18@nhs.net</a></p>
10	In the event that FHFT does not have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 to make Reasonable Adjustments for FHFT Disabled Patients covered under the Act, which FHFT Board member (or senior management if not a Board member) is the head Accountable Officer within FHFT for that? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	N/A
11	Please provide a copy of FHFT Governance Policy and procedures Document(s) for FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act? Please include all Governance meeting minutes for each of the years 2013, 2014, 2015, 2016, 2017, 2018 and 2019?	Equality and Diversity Steering Group Minutes from 2015, 2016, 2017, 2018, 2019 attached
12	Please provide a copy of FHFT' Policy and procedures Document(s) for FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under	Equality Policy attached

	the Equality Act 2010 for all categories of patients covered under the Act? Please include all FHFT Policy meeting minutes for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?	
13	Please provide a copy of FHFT Governance Policy and procedures Document(s) for FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for FHFT' Disabled Patients covered under the Act? Please include all Governance meeting minutes for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?	Attached Disability Forum minutes
14	Please provide a copy of FHFT' Policy and procedures Document(s) for FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for FHFT' Disabled Patients covered under the Act? Please include all FHFT Policy meeting minutes for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?	Equality Policy attached
15	Please confirm the total number of FHFT disabled patients that FHFT made Reasonable Adjustments for those Patient's disabilities under the Equality Act 2010 for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019? Can you also please provide a breakdown of the total FHFT number for each FHFT site for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?	<p>Only hold information for the last 3 years and is one figure for the trust</p> <p>Provision of British Sign Language interpreters and other communication support linked to sensory impairment for patients across Frimley Health</p> <p>2016/17: 358</p> <p>2017/18: 449</p> <p>2018/19: 624</p>
16	In the event that FHFT does not have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, can FHFT please confirm the target date for FHFT to introduce and bring into force a FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all	N/A

	categories of patients covered under the Act, and which FHFT Board member (or senior management if not a Board member) is the head Accountable Officer within FHFT for that? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	
17	In the event that FHFT does not have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for FHFT Disabled Patients covered under the Act, can FHFT please confirm the target date for FHFT to introduce and bring into force a FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, and which FHFT Board member (or senior management if not a Board member) is the head Accountable Officer within FHFT for that? Please also provide their full name, role, direct contact details to include direct telephone number and direct email address?	N/A
18	In the event that FHFT does not have an FHFT Patient specific Policy and formal procedures in force for meeting its duties and obligations under the Equality Act 2010 for all categories of patients covered under the Act, and specifically for FHFT Disabled Patients covered under the Act where request(s) for Reasonable Adjustments under the Act are either not appropriately considered by FHFT and/ or not met by FHFT, can FHFT please confirm the full complaints procedures within FHFT for seeking remedy to this, together with the full details of all parties out with FHFT who may be contacted in order to seek appropriate remedy is carried out by FHFT itself? In each case/ entity, please provide the name and title of the person(s) responsible together with their direct contact details. to include but not limited to, each person(s) direct telephone number, direct email address and any postal address details?	N/A
19	Has FHFT ever received any complaints about any failure(s) to comply with anything covered under the Equality Act 2010? In the	One complainant in 2019 has quoted the Act in regard to not being able to attend specific

	<p>event FHFT have received any complaints please provide the specific number and categories (e.g. disability discrimination - to include and to be broken down by all protected categories of person(s) under the Act of complaints received by FHFT for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?</p>	<p>venues for treatment and asking for the Trust to accommodate their case as an adjustment. No formal assessment was made in respect of managing the complaint as to whether that complainant had a registered disability.</p> <p>Previous years none are logged under the equality subject code.</p>
20	<p>Has FHFT ever been the subject of investigation by any Authority (to include but not limited to any Regulator, Ombudsman, Police) and/ or any the subject of any legal proceedings in respect of any and all failures by FHFT to comply with the duties and obligations outlined under the 2010 Equality Act? In the event FHFT has ever been the subject of investigation by any Authority (to include but not limited to any Regulator, Ombudsman, Police) and/ or any the subject of any legal proceedings in respect of any and all failures by FHFT to comply with the duties and obligations outlined under the 2010 Equality Act, please provide the specific number and categories (e.g. disability discrimination - to include and to be broken down by all protected categories of person(s) under the Act, broken down by Authority category (and Authority body within that) and/ or any legal proceedings; to also identify the number and category of cases where FHFT was found to be in breach of the Equality Act 2010 together with details of what remedy and/ or recourse occurred in each individual case where that was so for each of the years 2013, 2014, 2015, 2016, 2107, 2018 and 2019?</p>	0

If you are dissatisfied with how your request has been handled or would like to formally appeal against our response, you can complain in writing to:

Head of Information Governance  
Frimley Health NHS Foundation Trust  
Heatherwood Hospital  
Greenwood Offices  
High Street  
Ascot

SL5 8AA

Email: [fhft.information.governance@nhs.net](mailto:fhft.information.governance@nhs.net)

If, after we have addressed your complaint, you remain dissatisfied with how the Trust has responded, you are entitled to appeal to the Information Commissioner (Tel: 01625 545 745). Further details can be found at [www.ico.gov.uk](http://www.ico.gov.uk).

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The information that has been provided in response to this Freedom of Information Act request will be subject to copyright protection. In most cases the copyright will be owned by Frimley Health NHS Foundation Trust.

To enquire about re-using the information or if you have any enquiries about Re-use, please write to us at the above address or email [fhft.information.governance@nhs.net](mailto:fhft.information.governance@nhs.net)

If you remain dissatisfied about the decision taken regarding the Re-use of Public Sector Regulations 2015, you have the right, under section 18 of the Regulations to apply to the Information Commissioner to seek resolution to the matter. Further details can be found on their website [www.ico.gov.uk](http://www.ico.gov.uk).

To find out more information about the types of information the Trust makes available on a routine basis this is detailed in our Publication Scheme on the Trust's website at: [www.frimleyhealth.nhs.uk](http://www.frimleyhealth.nhs.uk)

Yours sincerely,

**Information Governance Office**