

What People with a Hearing Problem say about Health & Care Services in Wigan Borough – March 2011

Response to the deaf report from the 5 Boroughs Partnership Foundation Trust

5th January, 2012

The Trust acknowledges the findings highlighted in this report and would like to take this opportunity to provide an overview of the work undertaken in meeting our Public Sector Duties under the Disability Discrimination Acts 1995/2005, now included in the Equality Act 2010.

Following consultation with local disability organisations and individual disabled people the Trust undertook a programme of work aimed at improving access and facilities for all disabled people, including those who are deaf or hearing impaired.

The work included:

- **The provision of induction loop systems across the Trust.** Counter top systems are now available at all reception desks, and hand held portable systems are available in all in-patient wards and to staff working in community teams. The Trust has produced guidelines for staff on the use of induction loop systems. Hand-held loop test units are used by staff from the Trust Estates and Equality Diversity & Inclusion Unit.
- **Deaf Awareness Training available to all staff.** Half-day sessions are delivered by a highly skilled deaf trainer from 'Deafeating Barriers'. During the past two years eight courses have been delivered. Meeting the needs of deaf and hearing impaired staff and service users is also included in other equality training such as Equality & Diversity and Disability Awareness Training.
- **Producing guidance for staff on providing communication support.** The guidance includes various sections on meeting the needs of deaf or hearing impaired service users. The guidance states that wherever possible staff should only use trained interpreters, supplied by local approved organisations. They include Cheshire Deafness Support Network, East Lancashire Deaf Society, Royal National Institute for Deaf People and St Helens Society for Deaf People. The guidance also states that the Trust will pay for these interpreters, and it explains booking arrangements, list of local suppliers and payment details.

The guidance also provides details on other forms of communication used by people who are deaf or hearing impaired. Including:

- Text Relay (previously known as Typetalk)

- Textphone
- Minicom
- Lip speakers
- Text
- Induction Loop
- Amplification
- Palantypist (Speech to Text Reporting)
- Fax and email
- Makaton
- SMS text messaging
- MMS (multi-media messaging service)
- Web sites.

In addition the guidance includes details on support for people who have dual sensory impairments, deaf/blind.

The use of communication support is reported annually to the Trusts Equality, Diversity & Inclusion Steering Group. The latest report highlighted that nearly 70 per cent of the total spends on support was for British Sign Language interpreters. The Group also monitors complaints appertaining to equality & diversity; none have been associated to communication support, or deaf or hearing impairment.

If you would like more details about anything covered above or if there are any joint initiatives that you would like the Trust to consider please don't hesitate to contact me.

Dave Thompson

D. Thompson, MBE, DL
Assistant Director Inclusion & Partnerships

Response to the deaf report from Ashton, Leigh and Wigan Community Healthcare now renamed Bridgewater Community Healthcare NHS Foundation Trust

Ashton, Leigh and Wigan 
Community Healthcare

NHS Trust

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28 December 2012

Ms C Arkwright
Chair
Health and Care Together
Wigan Borough Local Involvement Network
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Waterside Drive
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WN3 5BA

Dear Chris

I am writing to thank you for the Health and Care Together report 'What People with a Hearing Problem say about Health and Social Care Services in Wigan Borough'.

I have read the report with interest and acknowledge the issues raised within the report. I would like to assure you that we do regularly monitor the loop systems within our clinics and also offer access to the interpreter services, which are well used. We also provide around eight sessions of Disability Awareness training each year which includes training on deaf/hard of hearing issues. It is provided by a deaf person and evaluates really well with our staff.

I acknowledge the recommendations within the report and agree that access to GP services is vital to ensure that people maintain their health and wellbeing.

Yours sincerely,



Hitesh Chandarana
Head of Partnership and Engagement



Ashton, Leigh and Wigan Community Healthcare NHS Trust
Chairman: Harry Holden, Chief Executive: Dr Kate Fallon

Email: enquiries@alwch.nhs.uk www.alwch.nhs.uk

Response to the deaf report from Wrightington, Wigan and Leigh Foundation Trust

Wrightington, Wigan and Leigh 
NHS Foundation Trust

Local Involvement Network Hard of Hearing Report March 2011 – Trust Feedback

Summary of Concerns Raised

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| <p>There are difficulties in accessing interpreters for health, finance and legal appointments – patients do not know when or how to request interpreters for health related appointments and worry about who is responsible for their costs.</p> <p>It is the responsibility of the GP to inform the Trust if an interpreter is required when referring on a patient for hospital treatment. The Patient must inform their GP about their need for an interpreter.</p> <p>As a Healthcare provider it is our responsibility to provide appropriate interpreter services. Staff requesting interpretation and translation services must be appropriately authorised to do so and the costs for services will be met by the requesting hospital division.</p> <p>It is the policy of Wrightington, Wigan and Leigh NHS Foundation Trust to only use professional interpreters who are bilingually competent, neutral, independent and professionally trained. The Trust currently has an agreement with the Royal National Institute for the Deaf (RNID).</p> |
| <p>There are problems when making health related appointments as the system relies on telephone conversations with the patient.</p> <p>Hard of hearing and deaf people find difficulties in working with any service who relies on a telephone based system.</p> <p>The Trust is aware of the issues that hard of hearing and deaf people may face when utilising a service which is reliant on a telephone based system. Services are continually being reviewed as part of the Equality and Diversity Agenda.</p> <p>Patients who are referred for a new appointment to the hospital, can book their own appointments on-line via Choose and Book. The Trust is currently reviewing its booking of follow-up appointments via the Trust's Appointment Centre. Although there is no provision in place at present to accommodate hearing impaired patients, this has been raised and is currently being reviewed.</p> <p>The Trust is currently in the process of equality impact assessing all services and policies. An Equality Impact Assessment will identify if any groups of people are being discriminated against (including telephone systems, accommodation (including layout of room), etc.). Any negative impact identified is reported at Divisional Service Improvement Team Meetings. An Improvement Action Plan is formulated and agreed.</p> <p>The provision of a hearing loop system is addressed within the Equality Impact Assessment. Although it is not a requirement for every ward / department to have one, it is essential that all staff are aware of how to obtain one if required. Equality Impact Assessments will identify if there is a staff training requirement.</p> |
| <p>There is an apparent lack of deaf awareness training and provision of support services within local and regional health services.</p> <p>The Trust is currently reviewing its interpreter and translation services. A draft Trust Policy has been produced. Guidance for staff on how to talk to a patient with an hearing impairment is included. The Trust is aware that there is a need to provide disability awareness training for staff. This training requirement is currently being reviewed.</p> <p>At present all staff are required to complete mandatory training on Equality and Diversity on a 3 yearly basis. A 15 minute presentation is delivered at Trust Induction to all new staff and guidelines on the use of interpretation and translation services will be placed on the Equality and Diversity pages of the Trust's website and distributed widely throughout the Trust. Staff who are required to facilitate the booking of interpretation services will be given specific "on the job" training by appropriate designated personnel and training will be recorded.</p> <p>The Hospital Database (PAS) has recently been updated to include functionality on reporting patient's needs. If a patient has an hearing impairment and has specific requirements, Trust Staff will be alerted to this.</p> |

D.Jones/Community Engagement Feedback/Apr2011

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| <p>12 months ago, at the Thomas Linacre Centre there used to be 'drop in' audiology services where no appointments were necessary. This service has now stopped and you have to make an appointment, so you have to use a hearing person to do this or walk there.</p> |
| <p>The Trust changed its services from a Drop-in Repair Clinic to a Booked Repair Clinic at the Thomas Linacre Centre in September 2007, for many reasons. From the patients' perspective waiting times have been greatly reduced as under the 'drop in' system it was not unusual for patients to be waiting well over an hour to see an audiologist. Patients however, can still 'drop in' at any time to pick up batteries or other hearing aid accessories.</p> <p>Re-tubing and repairs to all hearing aids are by appointment only. The first appointment in the morning is at 8.30am and the last is at 5.30pm. For urgent repairs, patients are encouraged to contact the Audiology Department in the morning, and an appointment will try to be arranged on the same day.</p> <p>The vast majority of the Trust's Audiology patients are able to hear on the telephone however other alternative methods of communication are available to them, for example, E-mail, Type-Talk or by visiting the Thomas Linacre Centre in person.</p> <p>Patients are encouraged to attend Maintenance Clinics every 6 months and to wear two hearing aids.</p> |
| <p>It is not clear how information is provided and shared in the deaf community by organisations providing health care and emergency services.</p> |
| <p>A professional sign language interpreter would be utilised to explain patient information to patients who are hearing impaired and unable to read.</p> <p>Audiology Patient Information Leaflets are available on the Trust's Website http://www.wiganleigh.nhs.uk/Internet/patient_information/Leaflets/a.asp</p> <p>This includes information about:</p> <ul style="list-style-type: none"> • Attending for Impression & Questionnaire. • Hearing Aid Assessments. • Hearing Therapy Service. • Hearing Therapy Services for Transitional Patients. <p>The Audiology Department provides all patients with information about battery and corda replacements / hearing aid repairs and tube re-placements in their Individual Care Plans. Information about when to come for servicing, how to contact the Audiology Department etc. is also included in this plan.</p> |
| <p>Deaf and hard of hearing people do not know where to access support and advocacy when facing the difficulties recorded above.</p> |
| <p>When possible, a representative from the Trust attends Wigan Access Disabled Group Meetings. Any issues are raised and addressed.</p> <p>Patients have access to the Trust's Patient's Relations Department in order to raise their concerns. Concerns can be raised via e-mail / fax / text phone or by accessing the Comments and Suggestions Feedback Link on the Trust Website.</p> <p>Patients / Relatives can access the Trust's Switchboard by utilising the Typetalk System.</p> |

Updated on 08 October 2012

As requested by Anne Turner at a recent meeting, please find below a progress update with regard to Wigan Borough's LINK Hard of Hearing Report March 2011 (which we formally responded to you in April and December 2011).

The Trust recognises the importance of promoting equality and diversity in all its functions and services and welcomes feedback from all groups of people. Following on from our previous report, we have implemented a number of initiatives for the hearing impaired, some of these include:

- An **Interpreter and Translation Services Policy** was implemented in August 2011. This clearly stipulates that staff / relatives must not be used to interpret any clinical information on behalf of the patient.

It is the responsibility of the GP to inform the Trust if an interpreter is required when referring on a patient for hospital treatment. As a Healthcare provider it is our responsibility to provide appropriate interpreter services. It is the policy of Wrightington, Wigan and Leigh NHS Foundation Trust to only use professional interpreters who are bilingually competent, neutral, independent and professionally trained to interpret clinical information. The Trust currently has an agreement with Action on Hearing Loss (formerly RNID).

- All staff are required to complete mandatory training on equality and diversity every three years. The Trust's current **Equality and Diversity Mandatory Training Programme** is currently being refreshed. A short film on deaf awareness will be included. A hearing impaired member of the community has agreed to be involved to raise awareness about some of the barriers that deaf patients face when accessing healthcare.
- The Trust's Audiology Department have recently produced a **Communication Book for the hard of hearing / deaf patients** for staff. This is currently being printed by an external source and will be distributed to all wards / departments during the next few weeks. Deaf awareness training is planned and will be delivered to staff by the Audiology Department.
- **Posters in the Audiology Waiting Areas** outlining key information under the heading 'Did You Know' have recently been refreshed. A series of posters are currently being formatted and will be in all Audiology Waiting Areas by the end of October 2012. Patient's Audiology Individual Care Plan continue to include information on battery replacements, repairs, tube replacements, servicing arrangements and contact details.
- **A Text Messaging Service** was implemented in November 2011 to remind patients about their forthcoming appointments and subsequently reduce the number of appointments not attended (DNAs).
- Patients are able to **cancel or reschedule their appointments via the Trust's Website**. This new facility enables patients to notify the Trust if they are unable to attend an appointment for any reason via on-line.
- In order for hearing impaired patients to contact the Trust's Appointment Centre, a **Text Relay facility** is available. Recent feedback however, obtained at the **Leigh Deaf Club** Meeting on 19th September 2012, suggested that this was out-dated and not appropriate. A dedicated text messaging service / e-mail in-box / on-line booking facility was suggested. These options will be reviewed.

- All the Trust's new works schemes are designed and constructed in accordance with Disability Legislation and the Building Regulations Part M Standards. The Trust is currently implementing a Service and Site Strategy Review encompassing all Trust sites. All new developments within this review will fully consider disabled access, equality and diversity for patients staff and visitors. **Hearing Loops** are installed in all new hospital and out-patient buildings. In older buildings, where hearing loops are not installed, portable hearing loops can be accessed if required. An **Audit of Hearing Loops** throughout the Trust has recently been undertaken. Audit results showed that there were a number of key reception areas within older buildings, which did not have a hearing loops installed. Although portable hearing loops can be accessed from other areas if required, it was felt that all key reception areas should have their own hearing loop installed. This issue has been raised with our Estates Department and funding is currently being reviewed.
- All new and existing policies and services continue to be **Equality Impact Assessed** (to ensure no group is discriminated against).

The Trust launched an **on-line Disabled Access Information Guide** in August 2010. <http://www.disabledgo.com/en/org/wrightington-wigan-and-leigh-nhs-f> The aim of this guide is to provide detailed, accurate information so disabled people can find out more about the access they will find when visiting the Trust's Hospital Sites. An Annual review to reflect any changes in services etc will be carried out in October 2012.

- The **recording of patients** needs on local hospital clinical systems was reviewed during 2010. New functionality has been set up which now allows staff to record and view patient's needs. The Electronic Display Boards in Waiting Areas have been utilised as an information source to encourage patients to inform the hospital staff about their needs.
- **A representative from the Trust attends the Wigan's Disabled Access Group Meetings** when possible.

Whilst the Trust has implemented a number of initiatives recently to ensure the accessibility of services, the Trust recognises that this is an important area for continual improvement. The following initiatives are currently under review / to be implemented over the next few months:

- The Trust's Audiology Department is currently working with the marketing department of a large hearing aid manufacture to **design and produce some bespoke patient information booklets and posters**. This information is intended to provide our communities with more information about the services we offer, as opposed to purchasing generic patient information booklets.

- An **Easy Read Accident and Emergency Patient Information Leaflet** and an **Easy Read Complaints Patient Information Leaflet** is currently being produced.
- In response to the requirements of the Equality Act 2010, the Human Rights Act and the new national Equality Delivery System (EDS), the Trust has produced a draft **Equality Strategy 2012 - 2016**. This new strategy will supersede the Trust's existing Single Equality Scheme 2009 - 2012 and sets out the Trust's commitment to ensuring equality and human rights will be taken into account in everything we do, both as an employer and provider of healthcare. It builds on the previous actions and objectives that were contained in our former Single Equality Scheme 2009 - 2012. The Trust's Equality Strategy is a living document that will be developed and revised in line with changes in legislation and changing priorities. A 4 week consultation on the Equality Strategy is currently being held during October 2012. We e-mailed Anne and Julie about this on 24th September, requesting that this be forwarded on to all LINK participants.
All Trust Governors (including the Trust's appointed Hospital Governor for LINKs) were sent a copy and encouraged to give feedback. After the consultation ends, The Trust will collate all the responses received and produce a report which details issues raised, comments and suggestions.

Debbie Jones

Equality and Diversity Project Manager (Patient Services)