

Our Ref: NG/RM/25401
Date: 8th December 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 14th November 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I am writing to you from the RNID, the national charity supporting the 18 million people in the UK who are deaf, have hearing loss or tinnitus.

Our communities tell us they can sometimes face difficulties can when seeking access to NHS care as a result of failure to meet their communication needs. As you will know, in 2016, NHS England introduced the Accessible Information Standard (AIS) – a document that sets out clear guidance on what must be done to make NHS and publicly funded social care services accessible to people with disability and sensory loss.

I would like to request some information from the NHS Trust that relates to accessible healthcare for RNID's communities, under the Freedom of Information Act 2000.

1. What proportion of staff employed by the Trust have completed the NHS England e-learning module on the NHS Accessible Information Standard? **169 staff have completed the e learning AIS Introduction and 50 have completed AIS Towards Excellence (face to face session) – 10% total workforce.**
2. What proportion of the clinical staff employed by the Trust have completed the NHS England e-learning module on the NHS Accessible Information Standard? **10%**
3. Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.

The Trust previously had 4 eLearning packages open to all staff through ESR/ELfH :

- **000AUD1 06 01 – Living with Hearing Loss**
- **000AUD1 06 05 – Deaf Awareness**
- **000AUD1 06 08 – Intro to Sign Language**
- **000AUD1 06 09 – Communication Tactics**

Since 2015 we have regularly commissioned face to face Deaf training from a local charity 'dDeaflinks': Introduction to Sign Language, BSL 1, BSL 2 and BSL 3 (Note from 2015 to 2010 approx £5k per year was ringfenced for this training. In the last 5 years we have supported individual requests that have come through our Training Needs Analysis)

dDeaflinks

01782 219161

TEXT ONLY

07791 459307

MAIL

admin@deaflinks.co.uk

ADDRESS

Office B3/4, The Bridge Centre, Birches Head Road, Soke on Trent,
Staffordshire, ST2 8DD

4. In the last five years, how many NHS complaints has the Trust received which primarily relate to a failure to provide care that is accessible to a person who is deaf or has hearing loss, and/or a failure to provide "reasonable adjustments" during the care of a person who is deaf or has hearing loss? **2 PALS concerns raised regarding BSL interpreter not attending booked appointment.**

As you will know, "reasonable adjustments" are a legal requirement under the Equality Act 2010, to make sure health services are accessible to disabled people. Reasonable adjustments in accessing NHS services for a person who is deaf or has hearing loss might include the provision of a BSL interpreter or other communication support professional, facing the patient and not speaking too quickly, or the provision of alternative contact methods to the telephone.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit (e.g. figures for one year, any snapshot reports/audits)

5. In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients who are deaf or have hearing loss? **£0**

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

If it is not possible to provide these figures in full without incurring the Act's Section 12 time/cost limit, please provide any figures you are able to within the limit.

6. In the last five years, what has been the cost of litigation to the NHS Trust as a result of failure to make reasonable adjustments under the Equality Act 2010 to meet the communication needs of patients with a disability, impairment, or sensory loss (as set out in the [NHS Accessible Information Standard](#))? **£0**

If such payments are processed by NHS Resolution, including where failure to provide reasonable adjustments has been part of a clinical negligence case, please let us know total cost paid as a result of claims against the Trust on this topic.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance