

Our Ref: CTFOI2063

27th April 2023

Quality and Governance Service
Wirral Community Health and Care
NHS Foundation Trust
Wing 5, 1st Floor
St Catherine's Health Centre
Derby Road
Birkenhead
Wirral
CH42 0LQ
0151 514 2202

www.wchc.nhs.uk

Re: Freedom of Information Request

Original Request and Response:

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

Response: Procurement department. All senior staff can be contacted via switchboard 0151 514 2222. Making the personal email addresses of all senior staff public would lead to an increase in correspondence, incorrectly directed procurement correspondence and an increased risk of targeted phishing.

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

Response: Communications department. All senior staff can be contacted via switchboard 0151 514 2222. Making the personal email addresses of all senior staff public would lead to an increase in correspondence, incorrectly directed procurement correspondence and an increased risk of targeted phishing.

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

Response: No

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

Response: Not applicable

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

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

Response: Learning and Development department. All senior staff can be contacted via switchboard 0151 514 2222. Making the personal email addresses of all senior staff public would lead to an increase in correspondence, incorrectly directed procurement correspondence and an increased risk of targeted phishing.

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

Response: Yes, as part of wider Inclusion training.

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?

Response: Signalise

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

Response: Not applicable

If you are not satisfied that your Freedom of Information request has been dealt with in an adequate manner, you have the right to request a review, requiring us to review our action and response. To request a review of this response, please contact the FOI Officer, Wirral Community Health and Care NHS Foundation Trust, St Catherine's Health Centre, Derby Road, Birkenhead, Wirral, CH42 0LQ or email: WCNT.foi@nhs.net. You will receive a full response to your request for review within 20 working days of its receipt.

If you are unhappy with the way we have handled your request for review, you may ask the Information Commissioner to review our decision: The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, Telephone: 01625 545700.



**Wirral Community Health and Care
NHS Foundation Trust**

Chair: Professor Michael Brown CBE DL
Chief Executive: Karen Howell