



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters
Chief Nurse

Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

T: 01942 773291

E: kevin.parker-evans@wwl.nhs.uk

Ref: FOI/2025/11234

Date Received: 14th November 2025

Response Due: 12th December 2025

Date: 24th November 2025

Dear Sir/Madam

With reference to your request for information received on 14th November 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold part of the information you have requested. A response to each part of your request is provided below.

In your request you asked:

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](#)?**
This training is not available on our learning hub, or any other training on deaf awareness.
- 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](#)?**
This training is not available on our learning hub, or any other training on deaf awareness.
- 3. Does the Trust offer training on deaf awareness to staff? If so, please specify how the training is delivered.**
This training is not available on our learning hub, or any other training on deaf awareness.
- 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?**

10 between 01/01/2020 – 24/11/2025, based on a search for 'Patient Dignity and Wellbeing – Discrimination/Equality/Disability'. We are unable to provide more specific information as this information is not centrally recorded, each individual record would need to be reviewed.

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)

Please see the above.

- 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?**

There have been no litigation costs associated with any such claims.

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.

N/A.

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.

N/A.

- 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](#))?**

There have been no litigation costs associated with any such claims.

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.

N/A.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr, RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111