



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear Harry,

Request for Information

I write further to your request FOI ID 48650 under the Freedom of Information Act 2000 regarding: -

Policy

Your request is set out below:

1. Do you have a trustwide policy that includes or is dedicated to the production of written clinical patient information? For example, patient leaflets.

The Trust has recently removed its historic Customer Information Policy from circulation and is in the process of producing new guidance. This is aligned to our new identity guidelines which aim to put patients at the heart of how we design and write patient facing literature using design and language that is more inclusive and accessible.

2. Does your internally produced patient information have Patient Information Forum tick accreditation (or similar)?

No, however our leaflets where possible are co-produced with patients or are Triangle of Care accredited.

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson