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WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_261_26

You asked:

We are making a request for information under the Freedom of Information Act 2000. Please provide the following information for the period 1st April 2025 – 31st March 2026:

1. Does the Health Board record whether a patient is Deaf, hard of hearing, or a British Sign Language (BSL) user?

Yes.

a. If yes, please state how this information is recorded (e.g. categories used, patient record systems).

The data can be recorded in the Welsh Patient Administration System (WPAS) and the Nursing Care Record. The Nursing Care record only records data regarding patients that have been admitted. The information can also be recorded in the paper based patient hospital notes.

2. How many patients are currently recorded as

- a. Deaf**
- b. Hard of hearing**
- c. Deaf blind**
- d. BSL users?**

As at 11/05/2026 in the Health Board, electronically recorded in WPAS or the Nursing Care Record there are

Description	Count of Patients
Blind and Deaf	37
Deaf	681
Hearing Impairment	6748
Grand Total	7466

Please note, this is not a comprehensive representation of all patients recorded as deaf, hard of hearing, deaf blind and BSL. The information can be stored in different formats such as in the patient's paper notes, these are not included in the results.

3. Does the Health Board record Deaf patients' communication needs (e.g. requirement for a BSL interpreter)?

a. If yes, how?

b. If yes, are these needs automatically flagged for future appointments?

The preferred language of a patient can be recorded as BSL on WPAS, but this will not indicate if a patient requires an interpreter or not. The nursing care recorded is created after the patient has been admitted, all other recordings will be manual or on a separate database, these may not be flagged on future appointments.

4. Does the Health Board provide professional BSL interpreters for Deaf patients across all its services?

Yes.

a. Please confirm whether this includes mental health and hospital appointments.

Yes.

5. Please provide the total number of BSL interpreter bookings made in each year during the period.

226.

6. In the same period, how many appointments involving Deaf patients took place where a BSL interpreter was:

a) Requested

b) Provided

c) Requested but not provided

a. Requested 226

b. Provided 217

c. Requested but not provided 9

7. Does the Health Board have a written policy or guidance relating to accessible communication or working with Deaf patients?

The Health Board does not have a written policy or guidance relating to accessible communication or working with Deaf patients. However, we do have All-Wales standards for accessible communication for people with sensory loss, an accessing an interpreter policy and CTMUHB guidance on booking an interpreter for BSL all of which cover policy and guidance for communication with Deaf patients.

8. Do you offer alternative methods to telephone communication for deaf people when contacting your service? If so, please specify which methods are available.

This would be down to the specific service. Some have general inboxes, some use the hospital general inbox and some have text services.