

Equality of Opportunity Committee

Pwyllgor Cyfle Cyfartal

Edwina Hart AM
Minister for Health and Social Services
Welsh Assembly Government
Cardiff Bay
Cardiff
CF99 1NA

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Cardiff
CF99 1NA

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Dear Mrs Hart

Accessible Information Policies

Thank you for your letter of 14 August, regarding accessible information policies. In your correspondence, you noted that you had asked NHS organisations in Wales to detail how information from Primary Care is forwarded to Secondary Care professionals, and how NHS Trusts then communicated with patients. You also provided a report on the current status of each NHS Trust and Local Health Board in Wales.

The Committee remains concerned about the issue of accessible information, and particularly about GP appointment cards not routinely being made available in accessible formats.

The Committee has also noted in your report the diverse range of responses from Trusts and Local Health Boards, around accessibility of information policies, with one local health board stating it "will be pleased to see such a policy if anyone has one."

The Committee would therefore be grateful for your continued monitoring of this issue, and your consideration of whether there has been any improvement in accessibility of information, particularly around the issue of GP appointment cards, from NHS trusts and Local Health Boards, since your survey was originally conducted.

Ann Jones
Chair, Equality of Opportunity Committee

Ffon / Tel: 029 2089 8505
Minicom: 029 2082 3280
E-bost / E-mail :ann.jones@wales.gov.uk