

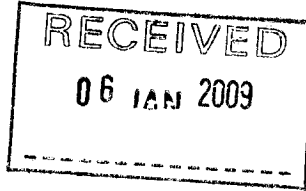
Edwina Hart AM MBE

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/05678/08

Your ref:

Ann Jones AM
National Assembly For Wales
Cardiff Bay
Cardiff
CF99 1NA



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Cardiff Bay
Cardiff CF99 1NA
English Enquiry Line: 0845 010 3300
Fax: 029 2089 8131
E-Mail: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

Bae Caerdydd
Caerdydd CF99 1NA
Linell Ymholiadau Cymraeg: 0845 010 4400
Ffacs: 029 2089 8131
E-Bost: Correspondence.Edwina.Hart@Wales.gsi.gov.uk

A handwritten signature in dark ink, appearing to be "Ann Jones".

31 December 2008

Thank you for your letter dated 9 December 2008, regarding the Equality of Opportunity Committee's concerns in relation to accessible information, and in particular, GP appointment cards not routinely being made available in accessible formats.

In 2007/08 the Welsh Assembly Government offered an Access Directed Enhanced Service (DES) to GP Practices, which included the completion of a Self-assessment toolkit, which was developed by EquiP Cymru.

The toolkit provides guidance and support for GP practices, in relation to making their information accessible. Advice includes, having standardised correspondence and information, including headed paper, compliment slips, appointment cards etc, provided in plain language, with a minimum of 14 point arial font, and a good colour contrast.

Information has been requested from all LHB's in Wales about how GP practices are making their information accessible. I am happy to forward this information to you in February 2009.

I am happy to keep you updated on these matters.

A handwritten signature in dark ink, appearing to be "Edwina Hart".