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Further to your letter 9th December 2008, regarding accessibility issues in GP Practices across Wales.

I am pleased to forward you the enclosed report, which highlights both the issues and progress made in each Local Health Board area.

The report also highlights the number of staff, both clinical and administrative, such as GPs and reception staff who have undertaken disability awareness training.

It is clear that there is still work to be undertaken, however, the report includes some examples of how some NHS Organisations are seeking to improve communication.

I hope you find this report helpful, please do not hesitate to contact me further if you have any queries.