The Dudley Group NHS
NHS Foundation Trust

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Date: 14/02/2013

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011349

With reference to your FOI request that was received on 23/01/2013 in connection with 'Visual impairment communication'.

Your request for information has now been considered and the information requested is enclosed.

Further information about your rights is also available from the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
Fax: 01625 524510
www.ico.gov.uk

Yours sincerely

Information Governance Manager
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ
Email: FOI@dgh.nhs.uk

The Dudley Group NHS
NHS Foundation Trust

Please find the responses to your Freedom of Information request, reference 011349, from The Dudley Group NHS Foundation Trust, in turn, below.

However, the Trust has already responded to three previous FOI requests that you have submitted on this subject:
FOI 011277 on 8.10.2012
FOI 011272 on 29.10.2012
FOI 011244 on 24.9.2012
Current FOI 011349 29.1.2012

1. How many people with a visual impairment have requested and received appointments or other health information for the past 12 months via large print.

2. How many, if any, differing font sizes were requested
On the Oasis system there are 780 patients registered as Visually Impaired, which are inserted by Ophthalmology Staff.
276 of these patients have received a large print letter (printed at Centafile) for appointments in the past 12 months which automatically print in large print format if they are registered as Visually Impaired.
This information was supplied on your previous request, reference 011244 on 24.9.2012

3. How many people with a sight impairment are registered on the Patient Administration System
On the Oasis system there are 780 patients registered as Visually Impaired, which are inserted by Ophthalmology Staff.
This information was supplied on your previous request, reference 011244 on 24.9.2012

4. Are there any restrictions to requesting and receiving appointments and other health information via email such as the Data Protection Act or Copyright law.
I understand that Data Protection and Copyright law was discussed with you at your meeting at the Trust on 16.1.2013 for which I understand you will shortly be receiving a copy of the meeting on a CD.

5. Are any staff at DGH instructed not to, or told they cannot, provide appointments or other health information via email.
I understand that his information has been previously discussed with you at your meeting at the Trust on 16.1.2013 for which I understand you will shortly be receiving a copy of the meeting on a CD.
You have also been previously advised of the limitations of the Trust systems following your previous Freedom of Information requests referenced at the top of the page.

6. How are patients consistently advised that they can receive appointments and other health information via Email, large print, Audio and Braille and how is this applied in relation to the anticipatory nature of the Public Sector Equality Duty. Please provide any evidence.
I understand that this information has previous been discussed with you at your meeting on 16.1.2013 at The Dudley Group NHS Foundation Trust and you will shortly be receiving a copy of the meeting on a CD from the Complaints Department.
You have also previously been advised of the limitations of the Trust systems.
Trust information leaflets can be found on the link below -
http://www.dgoh.nhs.uk/patients-visitors/patient-information-leaflets
The website also gives patients the following information:
'The patient information service at Russells Hall Hospital provides information on health conditions, treatments and services.
If you are unable to find the information you need or if you need information in a different language or format, you can contact:
Anita Foster
Russells Hall Hospital,
Ground Floor, West Wing
Dudley, DY1 2HQ
Tel: 01384 456111 ext 3403
Email: anita.foster@dgh.nhs.uk

7. Which, if any, stakeholder or user groups do DGH consult with in relation to visual impairment
Beacon Centre for the Blind
Access in Dudley
ADC 'Action for the Disabled and Carers'
Dudley Centre for inclusive living
Adult physical and sensory disability board

8. Are there any patient experience focus groups in relation to visual impairment
The Trust has a patient panel for accessibility issues and an action plan is in place to address issues raised by this group. The Trust also collates patient experience information from patients and reports any accessibility issues to the Trust Diversity Management Group.

9. What alternative formats are available to reading and signing documents such as consent forms
Reading and signing documents are currently in paper format and held in patient casenotes forming part of the patient clinical documentation.
It is important that patients discuss any concerns they have when being asked to give consent with the clinical staff at the time of consenting.

10. Are patients allowed access to their assistive software including laptops while staying in hospital
Priority for power points by patient beds is given for clinical equipment, when it is required.
Patients should always check with Matron prior to using their own electrical equipment. Electrical equipment brought into the Trust will require PAT testing by the Trust prior to its use for safety reasons.
Security of laptops would be the responsibility of the patient