

**Edwina Hart AM MBE**

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

Our ref: *MB*EH/0944/08

Your ref:

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Dear Ann

Further to your letter dated 8<sup>th</sup> July 2008, requesting information on Accessible Information Policies in NHS Organisations in Wales.

I am pleased to forward you the enclosed report, which highlights the current status in each NHS Trust and Local Health Board in Wales.

In addition, further to the findings of Deafblind UK that 58% of deafblind patients did not receive letters of appointment cards from an NHS Organisation in an appropriate format that they could read for themselves, I have asked NHS organisations in Wales to provide information on how information from Primary Care is forwarded to Secondary Care professionals at point of referral and how NHS Trusts then communicate with patients.

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 other queries.