

Reference Number: FOI/LHCH/2018/066
From: Other
Date: 23 March 2018
Subject: Communication in large print/Braille/BSL hearing loop

Please provide me with the following:

Q1 The number of people who require information of communication in nonstandard formats. This may be Large Print Braille, audio, Easy Read BSL Hearing loop.

A1 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.

All discharge information is available in large print, in addition patient information leaflet are available in large print on our website for the most commonly performed procedures.

Q2 Please provide a breakdown of the number of people requesting each format such as large print and whether that be Arial 18, Verdana or Arial Bold 26 or other print. Braille audio, BSL, Easy Read Plain English etc.

A2 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data. We can however advise that during the period we have had: -

One request for audio format.

Hearing loops are available in wards and departments, as well as portable ones available. Patients and visitors can request these when required. We have had seven requests during the last year.