

Information Governance Department

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Ref: FOI2014/2382
Date Received: 21st November 2014
Response Due: 19th December 2014

3 December 2014

Dear ,

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

I am currently a third year midwifery student at the University of East Anglia and am very passionate about audio leaflets and easy read leaflets for illiterate women, women with low levels of literacy and women with learning disabilities and likewise their families with the same difficulties. I was surprised to see that you offered such a wide variety of audio leaflets as very few trust seems to offer any, even the ones that say it is an option do not delivery once they are requested. So the reason for my email is to see how popular the audio option is? how long you have had it as an option and whether or not it was intended for patients with low literacy levels?

Audio patient information has been available at Wrightington, Wigan and Leigh NHS Foundation Trust since 2006 and was introduced to meet the equality and diversity needs of all of our patients and members of the public. Primarily, it was introduced to support an alternative format for website visitors who may present with visual impairments in addition to providing a service to users with potential low literacy levels, but also as an alternative format for people who may prefer to listen to information rather than read. From 1st February to 31st August 2014 the 50 most popular audio versions of patient information received a total of 1338 visitors.

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster
Chief Executive

Chairman: Les Higgins
Chief Executive: Andrew Foster CBE

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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