

Our Ref: FOI/DV1250/251110/PS

Commissioning Headquarters  
County Hall  
Topsham Road  
Exeter  
EX2 4QL

Responded by email to:  
Liz Jones

[Request-52759-b2c8fcff@whatdotheyknow.com](mailto:Request-52759-b2c8fcff@whatdotheyknow.com)

Tel: 01392 205205

Email: [foi.devonpct@nhs.net](mailto:foi.devonpct@nhs.net)  
[www.devonpct.nhs.uk](http://www.devonpct.nhs.uk)

23 December 2010

Dear Liz

**Re: Request for information under Freedom of Information Act 2000**

Thank you for your request under the Freedom of Information Act 2000, which was received on 25 November 2010.

I can confirm that NHS Devon holds the information you requested.

**Will you supply me with details of communication aids [Augmentative and alternative communication] currently identified in community care assessments and identified as a need. Such items such as Dianavox Rightwriter Iphone with speech software or any other communication aid. I would like to know how many people who have poor or no speech have a speech aid in particular the electronic type and how many have been supplied by the trust during the last five years. If you do not have these records why do you not have these records and where would this be recorded. Could you also supply me with your communication policy.**

Please find attached the document "FOIDV1250\_Communication Aids" which shows the equipment purchased over the last 5 years by the Speech and Language Therapists in NHS Devon. Please note that NHS Devon cannot confirm whether this equipment has been identified in community care assessments, as these assessments are carried out and held by the local authority (Devon County Council) and not NHS Devon. Devon County Council's Freedom of Information team can be contacted via [foioffice@devon.gov.uk](mailto:foioffice@devon.gov.uk)

NHS Devon does not have a communication policy with regards to communication aids but it does have a communications strategy (FOIDV1250\_Communications Strategy) which sets out the way we communicate and engage with our stakeholders.

I trust this matter has been dealt with to your satisfaction but if there is anything which you need further clarification, please do not hesitate to contact the team on 01392 205205 or by email. Please remember to quote the reference number above in any future communications.

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: The Assistant Director of Corporate Affairs, NHS Devon, Commissioning Headquarters, County Hall, Topsham Road, Exeter, EX2 4QL or email [foi.devonpct@nhs.net](mailto:foi.devonpct@nhs.net) .

If you are still unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the PCT internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk). The Information Commissioner's address is:-

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

The Freedom of Information Team  
NHS Devon