



NEL,
1 Lower Marsh,
London,
SE1 7NT

Email: NELCSU.foi@nhs.net

Dear Mr Bell

Re: Freedom of Information request

Reference: FOI.20.NCL242

7 April 2021

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided on behalf of NHS North Central London Clinical Commissioning Group (CCG). Your request along with the CCG's response is detailed below.

I am writing to you about the Covid-19 vaccination programme being led by your Clinical Commissioning Group and how you are supporting blind and partially sighted people to access the programme.

- 1. Are you ensuring information sent to a visually impaired person about vaccine appointments or provided to them at a vaccination centre is available in an accessible format such as large print and braille? If yes, how?**

Not currently. National communications materials are not currently published in braille.

- 2. Are you providing clear information on the location of vaccine centres, such as public transport options and alternatives for blind and partially sighted people? If yes, how?**

The CCG continues to work with Transport for London on providing access information to our large-scale vaccination centres, with online information compatible with screen readers.

3. **Are you making sure that vaccination venues have clear signage and good levels of lighting to enable blind and partially sighted people to access them? If yes, how?**

Yes. Nationally supplied and locally sourced signage and materials are located in easily sighted locations and provide clear guidance to support individual's access vaccination sites.

4. **Are you ensuring staff and volunteers at vaccination centres are trained to provide support to people with sight loss, such as providing verbal or sighted guiding where necessary? If yes, how?**

Large scale vaccination centres have staff trained in making patient journeys easier for people with disabilities. Primary care sites are staffed by people highly experienced in helping blind and partially sighted people access healthcare. All our sites can provide guides (i.e., people to guide the patient) and can read patient information to blind or partially sighted patients.

5. **Are you aware of and using the sight loss sector guidance on vaccine rollout which is available here: <https://www.sightlosscouncils.org.uk/wp-content/uploads/2020/12/Covid-19-Vaccine-Rollout-Advice.pdf> If yes, how have you used this?**

Not currently.

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1 Lower Marsh,
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SE1 7NT

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Using personal data we provide

You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned. The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of

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Review procedure

If you feel that we have not met the requirements of the Freedom of Information Act 2000, you should contact the FOI Team at: NELCSU.foi@nhs.net

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

Email

NELCSU.foi@nhs.net

Postal address

NEL CSU,
1 Lower Marsh,
London,
SE1 7NT

Website address

www.nelcsu.nhs.uk

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

Telephone

0303 123 1113

Postal address

The Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Website address

www.ico.org.uk

**Feedback**

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.

Yours sincerely

Freedom of Information Team

NEL