



**Southampton City**  
Clinical Commissioning Group

Southampton City Clinical Commissioning Group

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**Freedom of Information request - 1499- 2020/21**

**On behalf of NHS Southampton City Clinical Commissioning Group (CCG)**

**Covid-19 vaccination programme: How the CCG are supporting blind and partially sighted people to access the programme**

**March 2021**

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?**

The CCG does not itself provide vaccine services and on this basis we do not send information to patients ourselves.

The CCG and NHS England have made our local vaccination services (including Primary Care Local Vaccination Services and larger Vaccination Centres) aware of the wide range of accessible information resources published by NHS England and Public Health England.  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/948085/PHE\\_11914\\_Vaccine\\_update\\_issue\\_315.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/948085/PHE_11914_Vaccine_update_issue_315.pdf)

**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 has information contained on its website here:  
<https://www.southamptoncityccg.nhs.uk/coronavirusvaccineupdate>. The CCG expects local providers running vaccination centres to make the necessary adaptations for their patients.

**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?**

The CCG does not run vaccination services. We have assessed Local Vaccination Service sites within our responsibility as part of the NHS England site designation process. At this time sites were assessed for their levels of access – including that they had clear signage and good levels of lighting. For some sites, additional external lighting and way-finding was established to improve patient access.

**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?**

The CCG does not run vaccination services. We would not, therefore, know if staff and volunteers at local vaccination services are trained specifically to provide support for people with sight loss. Please refer your request to the vaccination services directly.

**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?**

We have not needed to access this guidance as the CCG does not provide vaccination services.

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If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original enquiry and should be addressed to:

Acting Chief Nurse, NHS Southampton City Trust Headquarters, Oakley Road, Southampton, Hampshire SO16 4GX.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner's Office cannot make a decision unless you have already exhausted NHS Southampton City Clinical Commissioning Groups internal review procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Wycliffe Lane, Wilmslow, Cheshire, SK6 5AF.

Further information about the Freedom of Information Act can be sourced on the Information Commissioner's website: <https://ico.org.uk/>

If you have any queries about this e-mail, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

**Freedom of Information Manager**