

Lesley Griffiths AC / AM  
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Eich cyf/Your ref P-04-359  
Ein cyf/Our ref LG/05349/12

William Powell AM

[committeebusiness@Wales.gsi.gov.uk](mailto:committeebusiness@Wales.gsi.gov.uk)

2<sup>nd</sup>

February 2012

Dear Bill,

Thank you for your letter of 12 January regarding the petition on the difficulties encountered by the deaf and hard of hearing when accessing NHS services.

I appreciate NHS service providers need to address the needs of people with sensory impairment when they access healthcare. A Steering and Reference Group was set up, and specifically asked to make recommendations on delivering a sustainable improvement in the experiences of patients with sensory loss, when they come into contact with the NHS in Wales. The group comprised representatives from NHS Wales (including the NHS Centre for Equality and Human Rights), the Welsh Government, Health Inspectorate Wales and Community Health Councils, user groups and voluntary sector organisations.

A final report with recommendations was presented to me at the latter end of last year. It is an important piece of work and addresses some of the issues raised in the petition. On 9 January, I had the pleasure of launching the 'Accessible Healthcare for People with Sensory Loss in Wales' final report at the head office of the Welsh Ambulance Service NHS Trust's in Cwmbran.

The final report and the recommendations can be viewed on the RNIB Cymru website and can be accessed here:

[http://www.rnib.org.uk/ABOUTUS/CONTACTDETAILS/CYMRU/Pages/cymru\\_publications.aspx#H2Heading1](http://www.rnib.org.uk/ABOUTUS/CONTACTDETAILS/CYMRU/Pages/cymru_publications.aspx#H2Heading1)

The next step is for a delivery plan to be drawn up. My officials are working with those involved in the delivery to take this work forward, which should be available in the Spring.

Regards  
Lesley

**Lesley Griffiths AC / AM**

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services