



Nottingham and Nottinghamshire
Clinical Commissioning Group

Date: 6 April 2021
Our reference: N/21/3242

Dear Requestor

RE: Freedom of Information Request

With reference to your request for information I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information that you have requested. A response to each part of your request is below.

Please note, as of 1 April 2020 the following Clinical Commissioning Groups (CCGs), NHS Mansfield & Ashfield CCG, NHS Newark & Sherwood CCG, NHS Nottingham City CCG, NHS Nottingham North & East CCG, NHS Nottingham West CCG and NHS Rushcliffe CCG, merged to become NHS Nottingham and Nottinghamshire CCG. More information around the new NHS Nottingham and Nottinghamshire CCG can be found on our website - <https://nottscg.nhs.uk/about-us/our-ccg/>

In the request you asked:

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.

Please could you answer the following questions under the Freedom of Information Act:

- 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?

We offer a telephone booking service for patients with additional needs; the telephone number is 0115 883 4640. Information about the vaccine and process is available 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?

There is a specialist transport service which can provide transport for patients that have additional needs; the attached document provides additional information. There are a range of options for accessing vaccination sites, which are located in local venues, GP surgeries and pharmacies. Patients that prefer to travel themselves can choose the venue most suitable for them. Alternatively we can arrange transport from appropriate specialist providers – this can be requested from the booking line.

- 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, there is clear signage in place and the lighting is of a good level.

- 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?

There are volunteers and police support staff on site to provide additional support as required

- 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?

Thank you for sending the Sight Lose Sector Guidance; this has been shared with the Vaccinations Site Managers.

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Clinical Commissioning Group have an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Associate Director of Governance via lucy.branson@nhs.net or by writing to NHS Nottingham and Nottinghamshire CCG, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether the organisation has complied with its obligations under the Act, and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Mansfield and Ashfield Clinical Commissioning Group, NHS Newark and Sherwood Clinical Commissioning Group, NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group and Nottingham North and East Clinical Commissioning Group. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>

Complaints to the Information Commissioner's Office should be sent to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Telephone 0303 123 1113 or report a concern: <https://ico.org.uk/concerns/>

Yours sincerely

Freedom of Information Officer on behalf of *NHS Nottingham and Nottinghamshire Clinical Commissioning Group formerly known as NHS Rushcliffe Clinical Commissioning Group, NHS Nottingham West Clinical Commissioning Group, NHS Nottingham City Clinical Commissioning Group, NHS Nottingham North and East Clinical Commissioning Group, NHS Mansfield and Ashfield Clinical Commissioning Group and NHS Newark and Sherwood Clinical Commissioning Group.*

notts.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Clinical Commissioning Group. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via notts.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.

