

Your Ref: 414-MS/em
Our Ref: KR/KM/10062201

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24th June 2010

01 JUL 2010

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Mr Manjit Singh
Chair - Heart of Birmingham Action Group
Birmingham LINK
c/o Gateway Family Services CIC
Radclyffe House
66-68 Hagley Road
Edgbaston
Birmingham B16 8PF

Dear Mr Singh

Thank you for your letter dated 8th June 2010 regarding the Summary Care Records information packs in circulation across the Heart of Birmingham (HoB).

I can confirm that the design and production of the order form to request the NHS Care Records Service leaflets in alternate languages was a decision taken by Connecting for Health on a national basis and initially correspondence was restricted to a limited number of languages.

We have, on behalf of our diverse population, raised these concerns locally and nationally to extend the availability of alternative translated documents. To help remedy the issue the Connecting for Health website now caters for many languages:

(www.connectingforhealth.nhs.uk/systemsandservices/scr/staff/aboutscr/comms/otherformats).

Furthermore, the Strategic Health Authority is currently investigating a regional approach to providing materials in alternative languages and Punjabi has already been highlighted for inclusion in this campaign.

I hope I have addressed your concerns. I would be happy for you to contact our project manager, Navraj Sarai on 0121 255 0571, if require any further information.

Finally with regards to opt out statistics, from the information we have available as at 11th June 2010, opt outs in the Heart of Birmingham are at currently 0.08% based on the population mailed to.

Yours sincerely



Kevin McGee
Chief Executive

