

Date: 11 January 2022

**Re: Freedom of Information Request**  
**Ref: 377-2021**

Thank you for your email dated the 15/12/21, requesting information in relation to communication aids.

The information that you require is as follows:

- 1. Do you have a budget for providing low and mid tech communication aid devices for adults (18 or over) with speech difficulties (e.g. iPads and tablets, text to speech apps, keyboard based communication aids), and if yes how much was this budget for this and the last two financial years (2021, 2020, 2019)?**

No.

**If yes, how many adults (18 or over) with speech difficulties were provided with a low or mid tech communication aid (e.g. iPads and tablets, text to speech apps, keyboard based communication aids) that was funded or provided by your Trust in this and the last two financial years (2021, 2020, 2019), and what devices were provided?**

N/A.

- 2. If yes, how many adults (18 or over) with a diagnosis of motor neurone disease were provided with a low or mid tech communication aid (e.g. iPads and tablets, text to speech apps, keyboard based communication aids) that was funded or provided by your Trust in this and the last two financial years (2021, 2020, 2019), and what devices were provided?**

N/A.

- 3. If you do not have a budget for providing low and mid tech communication aid devices (e.g. iPads and tablets, text to speech apps, keyboard based communication aids) how should a local, community or acute based speech and language therapist working for your organisation make available assessment and provision of**

**these devices for adults (18 or over) living with speech difficulties?**

N/A. We are a tertiary specialist cancer hospital. In most cases where a patient needed a communication aid, our Speech & Language Therapy (SLT) team would liaise with SLT teams where the patient lives to access their local systems. On occasions where we have needed to access a communication aid, we have been able to do this through short-term loans: we have access to some cancer-related charities that can fund things on request (e.g. Macmillan, The Swallows). For patients who have a laryngectomy (i.e. Servox/Trutone) and need a communication aid, we liaise with the surgical teams.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**

Kind Regards,

Margaret Moore  
Information Governance Administrator  
Contact Email: [ccf-tr.foi@nhs.net](mailto:ccf-tr.foi@nhs.net)