

File reference	W16FOI549
Key words	Fonts used on letters
Date of release	28/10/2016
Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

You asked

Please provide me with all email traffic between the Patient Advice and Liaison Service commonly known as PALS and our Information Technology Directorate from April 2015 regarding the enlarging of font sizes of reference numbers on appointment letters coming out from the Royal Eye Infirmary to patients.

Our reply

The PALS department during the time period 01.04.2015 to 17.11.2016 had email communication with the Information Technology Directorate to discuss Font Sizes for communication between patients on the following dates and times:

Date	Time	Description
08/12/2015	10:24	Patient requested an explanation as to why the appointment letters were sent in large print, but the NHS and hospital numbers at the top of the form were in standard print.
08/12/2015	12:59	Email from ICT Support Office to PALS handler to advise the call had been logged.
08/12/2015	14:10	Email from ICT Support Office to PALS handler to request further patient information.

Additionally the Information Technology Department during the time period specified had email communication with PALS to discuss font sizes that are not listed above.

Date	Time	Description
08/12/2015	12:59	Email from ICT Support Office to another advisor requesting they respond to the query.

08/12/2015	16:17	Request above acknowledged
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In accordance with section 16, I can advise you that other communication has taken place, but only written information is subject to the requirements of the Freedom of Information Act.