



Ref: FOIA Reference 2024/25-561

Date: 17<sup>th</sup> February 2025

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 18th November 2024 requesting information under the Freedom of Information Act (2000): PKB

**Q1 Please could you provide the following information requests**

**Since PKB has gone live at UHNM how many people have reported that appointment messages on PKB and the letters on PKB relating to that appointment contain different information i.e. appointment message on PKB states the appointment location is at UHNM. Whereas the letter states it's a telephone appointment**

A1 The Trust uses secure messaging which is a facility whereby patients can email us directly from their NHS app/PKB app. We use an Appointment/Admission Query category to record patients using this facility. However, this subject could be used for various reasons i.e, change of appointment, clarification of date/time/location/department, chasing a follow up or new appointment etc. Therefore, it is not possible to determine how many of these relate to the question above.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally and would require us to view 943 messages which we estimate will take 31 hours (2 minutes per message). We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all messages and then extracting relevant information would take longer than the 18 hours allowed for.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

**Q2 Since PKB has gone live at UHNM how many times have letters listed that the patients appointment is a telephone appointment yet the PKB message states it's at a UHNM site location.**

A2 The Trust uses secure messaging which is a facility whereby patients can email us directly from their NHS app/PKB app. We use an Appointment/Admission Query category to record patients using this facility. However, this subject could be used for various reasons i.e, change of appointment, clarification of date/time/location/department, chasing a follow up or new appointment etc. Therefore, it is not possible to determine how many of these relate to the question above.

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In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are

still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Leah Carlisle**  
Head of Data, Security & Protection and Health Records  
Data Protection Officer