



Ref: FOIA Reference 2021/22-124

Royal Stoke University Hospital  
Data, Security and Protection  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 14<sup>th</sup> June 2021

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

Dear

I am writing to acknowledge receipt of your email dated 27<sup>th</sup> May 2021 requesting information under the Freedom of Information Act (2000) regarding outstanding FOI.

***The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.***

***However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.***

***We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.***

***The Information Commissioners Office has recognised the current situation in the NHS***

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Of the FOI requests that are currently outstanding, what percentage of them are outside the 20 working day time limit**

**A) For clarity, we are not asking for the exact number of request, but only the percentage number**

A1 4 % from April 2021 to the date of typing

**Q2 If the outstanding requests over 20 working days are perceived to be related to the impact of COVID-19, can we have a copy of the remedial action plan for how you will be dealing with these (there should be one developed in line with ICO guidance)**

A2 The FOI Act 2000 is for the release of information that is held/recorded and does not cover the opinions of persons regarding suppliers, systems, procedures or perception's, therefore this information is not held.

However, all requests are chased for responses at day 7 and day 10 from acknowledgment, any requests not responded to are escalated to the line Manager and then Divisional Manager

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

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

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).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Data, Security & Protection Manager

