



Ref: FOIA Reference 2022/23-632

Date: 17th February 2023

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 1st February 2023 requesting information under the Freedom of Information Act (2000) regarding appointments changed to telephone calls during industrial action.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) 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 I am writing to submit a freedom of information on the topic of in person appointments changed to phone calls during periods of industrial action. It has come to my attention that a number of patients have received email notification indicating that their appointments are being changed to phone-calls due to nursing strikes on the same day.

Could you please provide the following information?

1a - The total number of appointments at hospitals managed by the Trust, sorted by hospital, from in person/face-to-face appointments to telephone calls due to industrial action taking place on the day. Please provide this information for the time period from December 1st 2022 to February 10th 2023. (Please include appointments that have been changed even if those appointments have not taken place at the time of this email)

A1 UHNM did not participate in industrial action; therefore this request is not applicable

Q2 The number of appointments changed from in person to a telephone call by intended day of appointment, for the above time period.

A2 Not applicable

Q3 The number of appointments changed from in person to telephone call by department responsible for appointment, for the above time period.

A3 Not applicable

*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.

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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.

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

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records



University Hospitals
of North Midlands
NHS Trust

