



Ref: FOIA Reference 2024/25-519

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

Date: 9<sup>th</sup> December 2024

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

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 4th November 2024 requesting information under the Freedom of Information Act (2000) IT

**Q1 I would like to request information using the Freedom of Information Act and thus requiring a response within 20 days. The information relates to the IT department. I would like to know**

**How many computer/IT problems were reported to the IT department in the last 12 months, excluding password queries**

A1 27220 is the count for incidents (based on ITIL framework definitions).

**Q2 How many of these were resolved by the user turning the computer off and on when advised to do so by the IT advisor**

A2 Information not held.

**Q3 With regard to the above two questions what were the numbers in relations to online IT x-rays services and online IT blood services**

A3 Information not held.

\*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).

Yours,



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