Dear Sir / Madam,

In an effort to improve the service provided by the University Hospital of North Midlands

UHNM Trust, we would like to hear about your experiences of the service provided by the

Freedom of Information request team. This information will be used to monitor the quality of

our responses to Freedom of Information requests and improve this in the future.

Please could you fill out our Freedom of Information Satisfaction Survey and let us know about your experience. Any information you provide will be treated in confidence

Freedom of Information request reference number and email address at the end of the survey for us to respond.

1. **How well did the response answer your request?**

**Fully** [ ]  **mostly** [ ]  **partly** [ ]  **not at all** [ ]

**2) Did you receive your requested information within 20 working days?**

**Yes**[ ]  **No** [ ]

**3) What was the overall quality of service provided?**

**Very good** [ ]  **Good** [ ]  **satisfactory** [ ]  **Poor** [ ]

**4) Did you access the disclosure log before sending in your request?**

[**http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/**](http://www.uhnm.nhs.uk/about-us/regulatory-information/freedom-of-information-publication-scheme/freedom-of-information-disclosure-log/)

**Yes** [ ]  **No** [ ]

**4a) if ‘yes’, how easy did you find the disclosure log to locate potential answer(s) to your request?**

 **Very easy** [ ]  **fairly easy** [ ]  **difficult**[ ]  **answer not on log**[ ]

**5) Is there anything we could do to improve the service provided in the future?**

**Thank you for your help.**

**Data, Security and Protection**

**Please reply to** **foi@uhnm.nhs.uk**