



Ref: FOIA Reference 2023/24-393

Date: 7th November 2023

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 19th September 2023 requesting information under the Freedom of Information Act (2000) regarding email usage

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 We believe that your Trust's primary e-mail system should have the following data available via a simple IT department query which should be processable within the relevant FOI guidelines.

Over the one-year period from 1st September 2022 until 31st August 2023 please provide the following details from the primary IT system for Trust e-mail for the following groups:

- 1) Consultants – please break down results by clinical specialty.**
- 2) Managers – please include Operational Service Managers and Deputy Operational Service Managers in this category, along with any equivalent roles/grades in your organisation.**

For each group (i.e. for each clinical speciality, and for Managers), please provide the following aggregated data items:

- Total number of individuals in the group**
- Male/Female proportion within the group**
- Total number of e-mails received**
- Total number of e-mails sent**
- Total number of internal vs external e-mails received**
- Total number of internal vs external e-mails sent**
- Mean number of e-mails received in that specialty/group [i.e. by any individual]**
- Mean number of e-mails sent in that specialty/group**
- Standard deviation of e-mails received in that specialty/group**
- Standard deviation of e-mails sent in that specialty/group**

- Median number of e-mails received in that specialty/group
- Median number of e-mails sent in that specialty/group
- Maximum number of e-mails received by any individual in that specialty/group
- Maximum number of e-mails sent by any individual in that specialty/group
- Minimum number of e-mails received by any individual in that specialty/group
- Minimum number of e-mails sent by any individual in that specialty/group

Please provide the data by return email in the form of an anonymised electronic spreadsheet. If there are a small number of individuals (e.g. <5) in any specific group (e.g. one clinical specialty), please only provide summary data for that group to avoid any risk of de-anonymisation.

For avoidance of doubt, we are interested in summary data on organisational e-mail utilisation only and are not seeking any personal or sensitive information about staff (such as details of the content of emails or individual email statistics).

A1 In Order to answer this request the Trust would need to extrapolate information from two different systems: email system and ESR, as neither of these systems 'talk' to each other. Therefore the information you have requested is not recorded in the format you are requiring and would therefore require us to extrapolate information from each system and create a new report to provide this. The FOI Act covers information held by the Trust, and we are not obliged to create new information in order to answer an FOI request, as well as creating new information, this would also take in excess of the 18 hours allowed for under the FOI Act and would therefore be exempt under section 12: *cost of compliance is excessive*.

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just "Total staff by speciality ESR /HR" this will give you some understanding of the impossibility of answering this request.

In order to avoid delay to your response we have provided Total Headcount per specialty- see spread sheet

*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.

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