



Ref: FOIA Reference 2024/25-495

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

Date: 28<sup>th</sup> October 2024

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

Dear Sir/ Madam

I am writing to acknowledge receipt of your email dated 23rd October 2024 requesting information under the Freedom of Information Act (2000) regarding Lactose intolerance medication

**Q1 This is an information request relating to Lactose intolerance medication.**

**Please include the following information:**

**Please include the following information for 2020/21, 2021/22, 2022/23, 2023/24:**

**What lactose intolerance medication is prescribed by the NHS Trust**

A1 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally but may be recorded as it would require us to assess whether our 12 thousand drugs do or don't contain lactose individually from their patient information leaflets. In order to confirm whether this information is held we would therefore have to individually access all patient information leaflets within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all patient information leaflets and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

**Q2 Total expenditure by the NHS Trust on Lactose intolerance medication for each financial year.**

A2 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded as it would require us to assess whether our 12 thousand drugs do or don't contain lactose individually from their patient information leaflets. In order to confirm whether this information is held we would therefore have to individually access all patient information leaflets within the Trust and extract the information where it is present. We

therefore estimate that complying with your request is exempt under section 12 of the FOI Act: cost of compliance is excessive. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all patient information leaflets and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: oppressive burden on the authority

**Q3 Total number of people that received lactose intolerance medication for each financial year**

A3 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally, but may be recorded as it would require us to assess whether our 12 thousand drugs do or don't contain lactose individually from their patient information leaflets/ patient records .In order to confirm whether this information is held we would therefore have to individually access all patient information leaflets/ patient records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: cost of compliance is excessive. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all patient information leaflets/ patient records and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: oppressive burden on the authority

**Q4 A breakdown of the spending in terms of what form of lactose intolerance medication is administered**

A4 I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in this question is not held centrally but may be recorded as it would require us to assess whether our 12 thousand drugs do or don't contain lactose individually from their patient information leaflets. In order to confirm whether this information is held we would therefore have to individually access all patient information leaflets within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all patient information leaflets and then extracting relevant information would take longer than the 18 hours allowed for. In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

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

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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](http://www.ico.org.uk).

Yours,



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