



Ref: FOIA Reference 2018/19-099

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 25th May 2018

Tel: 01782 676474
Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 13th May 2018 (received into our office 14th May) requesting information under the Freedom of Information Act (2000) regarding patient letters containing clinical information.

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 Could you please inform us what your Trust policy is regarding patient letters containing clinical information (e.g. consultation letters, results, inpatient events) via post?

A1 All information sent out containing confidential clinical information is sent via recorded delivery

Q2 Are all letters marked as 'confidential' and /or 'private'?

A2 All Letters are marked private and confidential

Q3 Are all letters sent by tracked delivery?

A3 If a copy of medical records is sent out as part of an "access to a health records request" then these are always sent by Recorded Delivery. General appointment details are sent via the normal post but always marked Private and Confidential.

*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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<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.

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 676474.

Yours,

A handwritten signature in black ink, consisting of a large, loopy initial 'M' followed by a horizontal line extending to the right.

Mojgan Casillas
Interim Information Governance Manager



**University Hospitals
of North Midlands**
NHS Trust