



**University Hospitals  
of North Midlands**  
NHS Trust

**Royal Stoke University Hospital  
Data, Security and Protection**

Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Ref: FOIA Reference 2023/24-515

Date: 15<sup>th</sup> December 2023

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

Dear

Thank you for your email regarding an FOI request. Unfortunately, UHNM is unable to open survey links or respond to FOI request made this way, due to cyber security and the procedures we have in place to validate the information we release.

We are more than happy to answer your request if you are able to put into a word document/ spread sheet or in the body of an email.

Your request will therefore be paused until we fully understand the information requested. We will continue to process your request when we understand the information requested. If we do not hear from you within two months we will close your request

On 21<sup>st</sup> November your colleague contacted us via email with the following:

Thank you for letting us know that our FOI request for paediatric audiology was not received by you on the 06-11-23. Please find the attached FOI request. Please acknowledge receipt and provide an FOI reference.

As of 1<sup>st</sup> 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 This is a Freedom of Information request from the National Deaf Children's Society.**

**The head or manager of your children's audiology service should be best placed to provide the information for most of the questions, but some data will be required from other departments, such as ENT and your performance team.**

**This is part of a nationwide request, using a standardised format to ensure consistency.**



Please complete the request online on our dedicated portal, which you can access using the login link - <https://ndcslistenup.softtr.app/magic-authentication?magic-token=56e1cc55f636427db538b5a1d445cadb>

Please forward this email and share this link with your audiology head of service and anyone else who may need to submit information as part of the request.

The head or manager of your service, or another colleague with overall responsibility for completing the FOI, must fill out section one of your form first. You can then complete the rest of the form in any order you choose, with different colleagues inputting information if needed.

#### Using the online form

- The online form is easy to use and means more than one person can fill out the same survey. Simply share the login link with any colleagues who need it.
- You do not have to fill in all the information at the same time. You can save your responses at any time and then return later to make updates.
- You will automatically receive copies of your final responses.

We believe using an online form will also make the process easier in future, as you will be able to update the form each year, rather than filling out a new one.

Please note: It is not possible to upload a PDF version of your responses to the link above. We are asking for all responses to be submitted through the online form.

Please send an acknowledgement that this request has been received to [Listenup@ndcs.org.uk](mailto:Listenup@ndcs.org.uk).

A1 Refer to the attached document that you supplied

\*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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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,



**Rachel Montinaro**  
Data Security and Protection Manager - Records