



Ref: FOIA Reference 2023/24-818

Date: 11th March 2024

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 28th February 2024 requesting information under the Freedom of Information Act (2000) regarding PALS

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 The number of PALS complaints made to the trust complaining about a missed appointment letter, a late appointment letter or a short-notice appointment letter, in each of the following calendar years: 2019, 2020, 2021, 2022, 2023

Please would you respond by 27 March 2024, which is 20 working days from today?

A1 The Trust does not have all of the information you have requested nor is it recorded in the format you are requiring- we also do not have the facility to be able to search specifically for concerns relating to appointment letters. These could fall under any of the appointment categories and/or under communication, we'd manually have to go through 13,059 cases to manually read whether the concern specifically related to letters.

This 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*.

*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.

Yours,



Rachel Montinaro
Data Security and Protection Manager - Records