

**Freedom of Information Request**

**Ref: 23-332**

31 May 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**In the waiting area of Bristol Eye Hospital where members of the public wait for their appointments you have multiple unlocked filing cabinets with patient notes that are unsupervised.**

**Are you following GDPR data protection regulations?**

**Via FOI request please provide data protection risk assessment and other related information.**

The Bristol Eye Hospital used to store patient notes in open baskets in the waiting area. Following an information governance review it was agreed that all notes would need to be stored in the filing cabinets, which continue to be used, so that notes are out of the sight of patients/visitors. The outpatient team have clinic coordinators who keep are responsible for clinic flow, confirming clinic delays and to ensure that patients are not pulling the records themselves from the cabinets. The team have been reminded at weekly meetings of the importance of challenging any patients that try to look into the cabinets. We have not completed a specific data protection risk assessment, but will happily arrange this with the information governance team.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust

Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**