

Freedom of Information Request

Ref: 23-703

17 October 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

We believe that your Trust's primary e-mail system should have the following data available via a simple IT department query which should be processable within the relevant FOI guidelines.

Over the one-year period from 1st September 2022 until 31st August 2023 please provide the following details from the primary IT system for Trust e-mail for the following groups:

- 1) Consultants – please break down results by clinical specialty.**
- 2) Managers – please include Operational Service Managers and Deputy Operational Service Managers in this category, along with any equivalent roles/grades in your organisation.**

For each group (i.e. for each clinical specialty, and for Managers), please provide the following aggregated data items:

- **Total number of individuals in the group**
- **Male/Female proportion within the group**
- **Total number of e-mails received**
- **Total number of e-mails sent**
- **Total number of internal vs external e-mails received**
- **Total number of internal vs external e-mails sent**
- **Mean number of e-mails received in that specialty/group [i.e. by any individual]**
- **Mean number of e-mails sent in that specialty/group**
- **Standard deviation of e-mails received in that specialty/group**
- **Standard deviation of e-mails sent in that specialty/group**
- **Median number of e-mails received in that specialty/group**

- **Median number of e-mails sent in that specialty/group**
- **Maximum number of e-mails received by any individual in that specialty/group**
- **Maximum number of e-mails sent by any individual in that specialty/group**
- **Minimum number of e-mails received by any individual in that specialty/group**
- **Minimum number of e-mails sent by any individual in that specialty/group**

Please provide the data by return email in the form of an anonymised electronic spreadsheet. If there are a small number of individuals (e.g. <5) in any specific group (e.g. one clinical specialty), please only provide summary data for that group to avoid any risk of de-anonymisation.

For avoidance of doubt, we are interested in summary data on organisational e-mail utilisation only and are not seeking any personal or sensitive information about staff (such as details of the content of emails or individual email statistics).

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty-day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

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