

Freedom of Information Request

Ref: 24-096

26 February 2024

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 regards to the past 12 months or past calendar year:

1. How many FOI requests have you received in your organisation?

In the calendar year 2023 the Trust received 970 requests.

2. How many of these requests have not been completed within the 20 working day timescale?

15

3. How many staff log/process FOI requests?

One

4. What system is used to log and record Freedom of Information Requests? e.g. Ulysses, Excel

RL Datix

5. Please provide the reasons that these requests were not completed within 20 working day timescale? E.g. lack of engagement, delay from departments who have the information, availability of staff, delay in approval process.

The main reason for requests not being completed within the 20-working day timescale is delays due to the request being complex with responses needed from different departments.

6. Do all staff in your organisation have training on what a Freedom of Information Request is?

No. We have recently written some guidance to assist the departments around the Trust when responding to Freedom of Information requests.

7. Have you implemented any changes to improve the Freedom of Information Request response rate within your organisation? E.g. staff awareness, invested in better systems, hired more employees.

No

8. If you have any other comments about responding to FOI requests or completing the requests within 20 working days, please write them here.

None

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**