

Freedom of Information Request

Ref: 25-039

10 February 2025

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

Please would you provide me with the name and email address of the person who manages Patients Services, this might be the Health Records Manager, the Information Governance Manager or a Patient Services Manager or Records Services Manager.

The areas that could fall within Patient Services are as follows:

- **Health Records**

Simon Walrond, Digital Services General Manager
digitalservices@uhbw.nhs.uk

- **Data Quality**

David Markwick, Data Quality Manager
david.markwick@uhbw.nhs.uk

- **Inpatient and Outpatient Booking**

Job Wooster, Outpatients Services Manager
job.wooster@uhbw.nhs.uk

Please note there is not a defined role in the Trust for 'inpatient booking'

- **Ward Clerks***

- **Receptionists***

- **Information Governance**

Joe Ellis, Information Governance Manager
informationgovernance@uhbw.nhs.uk

- **Disclosure Office/Subject Access Requests**

Subject Access Requests Manager*

ahrteam@uhbw.nhs.uk

*Under Section 40(2) of the Freedom of Information Act, relating to a breach of Principle 1 of the Data Protection Act we are required to judge as to whether the disclosure of the information of less senior staff would be fair and reasonable to our employees. Guidance issued by the Information Commissioner states that this exemption will commonly apply to "lists and directories of staff" and we do not believe that disclosing names and contact details to a third party would be fair or reasonable; therefore we are withholding this information at this time.

Ward clerks and receptionists are managed locally by the Divisions and this is varied.

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

