

Freedom of Information Request

Ref: 25-329

19th May 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

In order to assist you with this request, I am outlining my query as specifically as possible.

It relates to occurrences of scam/fake QR codes in hospital car parks. I would be interested in the following information relating to any incidents of this in hospital car parks owned or controlled by your trust:

- Have hospital parking enforcement officers (or equivalent role with oversight over hospital car parks) recorded/noted any incidents of fake or scam QR codes in hospital car parks owned or controlled by the trust? (Yes or No)

No

- If the trust uses 3rd party operators to manage their hospital car parks - have these operators made the trust aware of any incidents of fake/scam QR codes in these car parks? (Yes or No)

The third party as part of the patrols test the QR codes and have not reported any fake ones.

- Has the trust received any reports from members of the public relating to incidents of fake/scam QR codes in these car parks?

No

- if yes to any of the above, please provide details of (i) how many and (ii) which sites these incidents took place at.

Not applicable

- If held, please also provide documentation relating to the most recent five incidents (this may include photos/internal reporting/correspondence etc, redacted where necessary)

Not applicable

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