



**Wrightington,
Wigan and Leigh**
NHS Foundation Trust

Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 256284
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2019/5760

Date Received: 8th November 2019

Response Due: 6th December 2019

5th December 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

I would like to know the following under the FOI Act please.

- 1. Does your organisation use handwritten notes for patients? Yes**
- 2. How is the data stored on your system e.g. excel spreadsheets, scanned documents word etc.? SQL Database format.**
- 3. How many times have patient records been recorded as lost or stolen in the last financial year (FY 18-19)?**

We have no patient records recorded as stolen.

To provide the information relating to lost/missing records would require a manual search of each individual incident recorded on our Datix system to establish which records, if any, have been lost. To carry out this process would exceed the 18 hours specified by the ICO.

Refusal Notice for Question 3 - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with

the request would exceed the appropriate limit.

Regulation 4(3) of the Fees Regulations states that a public authority can only take into account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- ☐ determining whether the information is held;
- ☐ locating the information, or a document containing it;
- ☐ retrieving the information, or a document containing it; and
- ☐ extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Fleming', with a long, sweeping horizontal stroke extending to the right.

Mary Fleming
Chief Operating Officer

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF