



Information Governance

Wrightington Hospital
Hall Lane
Appley Bridge
Lancashire
WN6 9EP

Tel: 01257 488271
Email: FOI@wwl.nhs.uk
Web: www.wwl.nhs.uk

Ref: FOI2017/4104

22nd September 2017

Dear

Response to Internal Review Query of Information Request Reference FOI 2017/4104 under the Freedom of Information Act 2000

Please find below the Trusts response to your query.

When processing your request initially the Trust contacted Dr Madi who advised that he had, had no email communication with the people listed in your original request and that is how we responded to you.

Once you had received the response you contacted the Trust to raise concerns regarding how we dealt with the request. As part of the internal review the reviewer considered if we should review our email system to see if there are any email within Dr Madi's inbox.

The reviewer found that we should not and the reasons for this are extracted below with an additional explanation as to our internal processes.

The Trust carries out backups on the Exchange Server mailboxes nightly, Monday to Friday, and is backed up to media tape. This backup starts at 23:00 and takes approximately 5 hours to complete.

Backup Retention

These backup tapes are kept for 3 weeks and will then be overwritten. A monthly backup is also taken which is kept for 12 months and then overwritten. The monthly backups are taken on the last Friday of every month.

Restore Time

It takes approximately 7 hours to carry out an individual users exchange mailbox restore, it would take 7 working days to review the monthly backups we still hold.

Information

This backup captures the data in the exchange mailboxes at a point in time. During this backup a copy of the users mailboxes are captured. Therefore the backup will only capture emails that are in the mailbox at that time, it does not capture activity during a 24 hour period. If an email is sent on that day and deleted before the backup runs the email will not be on the backup.

If an employee sends or receives an email and deletes it the same day it will not be present to be captured when the backup to media tape takes place at 23:00. If it has not been deleted it would be held within our media tape backups. At any time we hold 27 of these tapes. To review would take seven working days due to the IT operations necessary to restore a media tape backup into a searchable environment

Therefore the Trust is stating that we do not believe any emails existed as stated by Dr Madi in the original response.

I hope the above response provides you with clarification, however if we can be of any further assistance please do not hesitate to contact a member of the Information Governance Department on 01257 488271.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Andrew Foster', written in a cursive style.

Andrew Foster
Chief Executive

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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