

How do I make an FOI request?

You must make your request in writing, this can include email. The request must include your **name** and **address** so that we can contact you. You do not need to tell us why you want the information, however you must give us enough detail about the information you require to allow us to correctly identify and find it.

If the information is available we have 20 working days to send you the information you have requested. Email requests can be sent to: ndht.foi@nhs.net

Freedom of Information regulations state that a request should be processed without any charge unless the cost involved to collate the information exceeds £450. If the information is not readily available it may take a member of staff a significant amount of time to collate an answer. You would be informed that a charge may be incurred, and your agreement and payment is required before the request processed further.

Where can I see previous FOIs?

You can see responses to previous FOI requests that we have received and are required to publish on our website at: <http://www.northdevonhealth.nhs.uk/contact/foi/disclosure-log/>

Complaints

Any complaint about our handling of your request should in the first instance be addressed to:

The Freedom of Information Office
Northern Devon Healthcare NHS Trust
Room 8, 12 Boutport Street
Barnstaple, EX31 1RW

If you are still unhappy you may then contact the Government Department responsible for ensuring organisations comply with the Freedom of Information Act:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Tel: 01625 545 700
Email: mail@ico.gsi.gov.uk

Freedom of Information Act 2000

Leaflet

What is the Freedom of Information Act?

This is a law passed by the Government that gives you the right to request information from public organisations. The aim of the Act is to promote trust and confidence in our public services, including the NHS, by providing clear information and being open about what we do.

What information can I obtain?

We make corporate information routinely available on our [Publication Scheme](#) located on our public website. This includes Board minutes, reports and finance reports.

What information is already available?

We recognise the importance of the freedom of information and we have therefore made sure that the majority of corporate information we produce is available through our Publication Scheme and that other information is readily available on request.

The Publication Scheme contains information explaining who we are, what we do, what we spend, our priorities, how we make decisions, our policies and the services we provide.

It is important to us that the Scheme meets your needs and we have designed it as a route map so you can easily find information

about the Trust. However, if you feel there is information that could usefully be added to the Scheme that we have missed, please feel free to contact us on the FOI address overleaf.

Will I be able to get access to all of the Trust's information?

The right to obtain information may be limited by some exemptions which are listed within the Act. The effect of the exemptions is that we may not be able to supply all or part of the information requested. If possible we will supply the information requested with any exempt information removed.

Where can I see the Publication Scheme?

Our Scheme is located on our website at: <http://www.northdevonhealth.nhs.uk/about/publication-scheme/>

Is there a charge for information supplied from the Publication Scheme?

Ordinarily we make no charge for documents contained within our Publication Scheme, unless the supply of information requires us to carry out significant amounts of work or photocopying.

Can I get access to information about myself or other patients?

The Freedom of Information Act does not change the legal right of patients to protection of their patient confidentiality. Maintaining this right of confidentiality is an important commitment for all NHS organisations. To help with this, all Trusts have appointed someone who is called a Caldicott Guardian, and who has responsibility to ensure the protection of patient confidentiality throughout each Trust in accordance with patient legal rights.

You may obtain access to your own health records under the Data Protection Act 1998. See our leaflet on [Access to Health Records](#) available from the FOI address overleaf.