



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 12 July 2019

Re: Freedom of Information Request
Ref: 176- 2019

Thank you for your email dated 1st July 2019 requesting information regarding Freedom of Information Requests.

The information that you require is as follows:

Would you please be able to provide answers to the following questions:

- 1) **What is the email address that people who wish to request information from your Trust under the Freedom of Information Act 2000 should send their request to?**

The email address to the generic FOI account is as follows:

ccf-tr.foi@nhs.net

- 2) **Should you not be able to provide an email address as requested in question 1 could you please provide a copy of the policy that explains why?**

N/A

- 3) **Should there be no policy or the policy states that it is due to the fact there is an electronic form for requestors to complete on your website for FOI requests could you please provide a copy of the policy that explains exactly why only the online form is available to requestors and no actual email address?**

N/A

- 4) **If you are unable to provide an FOI email address in answer to question 1 could you please provide a copy of the policy / policies**

or procedure(s) that should be followed by both the Trust and the FOI requestor when there is a specific need identified by the requestor that means they are unable to use the online FOI request form but still wish to submit their FOI request to your Trust electronically?

N/A

- 5) Could you please provide an explanation (and a copy of the relevant policy / policies) as to why the FOI request form on your website makes it mandatory for requestors to provide their address, telephone number and e-mail address when all of this information is not mandatory under the Freedom of Information Act 2000 providing the requestor provides at least one of them? Whilst I was able to put "Not required as email address provided" and the form was still accepted, not every requestor may realise this is possible and may feel obliged to provide their full details.**

The form on the public website is a historical form that has been in use for many years and prior to the appointment of the current Freedom of Information Lead. A full review is being undertaken but in the meantime, as a result of your feedback, additional instructions will be added to our website to provide further clarity.

Our Freedom of Information Policy is already available on our public website via the link below:

<https://www.clatterbridgecc.nhs.uk/about-centre/corporate-matters/public-documents/policies-and-procedures>

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>