



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
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Wirral  
CH63 4JY

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Date: 16 December 2019

**Re: Freedom of Information Request**  
**Ref: 347 - 2019**

Thank you for your email dated the 27<sup>th</sup> November 2019, requesting information relating to rescheduled radiotherapy treatment sessions.

The information that you require is as follows:

- 1. How many radiotherapy treatment sessions were rescheduled due to the linear accelerator(linac) they were due to be treated in being out of service for repairs or maintenance.**

**Section 12: Appropriate Limit**

Following a scoping exercise completed by our Radiation Services Department, it has become evident that in order to meet the full requirements of this question, there would be a significant impact on both time and workload within the Trust. This information is not held centrally and would therefore require a member of staff to manually review a large number of patient records in order to extract the information requested. It is estimated that this would take in excess of 18 hours.

Section 12 of the Act makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the 'appropriate limit', which for local authorities is £450, or 18 hours (at £25 per hour). This represents the estimated cost of one person spending 2.5 working days locating the documents that contain the information and extracting the relevant information containing it. This would take considerable time and cost which we estimate will exceed the "appropriate limit".

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>