

Is there any information that will not be provided?

We will make every effort to provide you with a copy of the information requested. We may have to ask you a few questions to make sure that we provide you with what you want.

There may be some documentation or certain parts of that documentation which we are not able to release. Some examples of information we may not be able to release are:

- Someone else's confidential record.
- A company's trade secrets.
- Information given in confidence.

If we are unable to release some or all of the information you request, we will explain this to you.

Does this mean someone else can see my information?

The Freedom of Information Act 2000 does not change your right to confidentiality. Your personal information is still protected under the Data Protection Act 1998 and will not be shared with anyone who is not entitled to it.

If you would like a copy of your medical records, contact
The Health Records Manager, Level 2,
Salisbury District Hospital SP2 8BJ
01722 429359

How can I find out more about the law?

If you would like to find out more about the Freedom of Information Act 2000 please contact the Information Commissioner:

- www.ico.gov.uk
- Telephone: 01625 545 700.

Contact details

For a copy of the publication scheme, either go to the website:

www.salisbury.nhs.uk

or write to:

The Head of Corporate Governance,
Salisbury NHS Foundation Trust
Salisbury District Hospital
Salisbury, Wiltshire, SP2 8BJ

To make a request please write to:
Information Governance Manager,
Department of IT at the above address.

Or email:

freedomofinformation@salisbury.nhs.uk

To contact the Patient Advice & Liaison Service –

0800 374 208 or e mail

palservice@salisbury.nhs.uk

How to make a complaint

If you are unhappy with the way the Trust has handled your request for information, please contact The Head of Corporate Governance,
Salisbury NHS Foundation Trust
Salisbury District Hospital
Salisbury, Wiltshire, SP2 8BJ



How to find out more information about your local NHS organisations under the 'Freedom of Information Act'



Background

The Freedom of Information Act 2000 aims to ensure that public authorities, such as NHS Trusts, are open in the way that they conduct their business.

Information we publish

We have developed a Publication Scheme, which details all of the information we routinely publish, such as information on what the organisation does and our policies and processes. If you would like a copy of the Scheme please see the contact section on the back of this leaflet.

Accessing other information

If you have a simple question you would like answered, contact the Patient Advice & Liaison Service who will help you.

If you would like to see information or documents we hold about things of interest to you, which we do not routinely publish, then you have a right to make a request.

If you want to make a request, it must be made in writing or email. Please see the contact section on the back of this leaflet for who to send requests to.

If you are unsure what information we may have about the topic you are interested in, please contact us to discuss what you want (contact details overleaf).

What happens when a request is made?

We will check to see what information we hold that relates to your request.

If we do not have any information relevant to your request we will let you know as soon as possible. We will try and tell you where else you might be able to get hold of it.

If we do have information, generally you will be provided with a copy within 20 working days. There may be some information we cannot give you, which is explained later in this leaflet.

We will try our best to provide you with the information you have requested in the format you require, for example on paper, as an electronic document or CD-ROM.

Is there a charge for information?

As a general rule, a copy of anything listed in the Publication Scheme is available free of charge.

If the information is not routinely published but won't take long to find and copy, then it will be provided free. If it will take considerable time to gather and provide the information, then a moderate fee may be charged. We will let you know about a charge as soon as we can.

If a charge is payable we will wait for your payment before sending you the

information. Charges will always be in line with Government regulations.

If you have a query about the information you receive:

- If the information is listed in the Publication Scheme, the relevant contact details will be detailed in the same section of the Scheme.
- If there are contact details on the information then you can telephone or write to the contact directly.
- If there are no contact details available, the Patient Advice & Liaison Service will help you find the correct person to contact.

Our responsibilities:

Our staff will:

- Ensure records are accurate and kept for the right length of time.
- Ensure requests and queries are dealt with without delay.
- Advise and assist you with making requests.
- Help you to understand any information provided to you.