



## Will I have to pay for any information I ask for?

No, unless it requires us to carry out significant amounts of work or photocopying. If we are going to charge a fee we will inform you of this once we have received your request. When we have received your payment we have 20 working days to send the information you have asked for.

If we do make a charge this will be in line with the fees regulations issued by the Government.

### FOI requests should be sent to:

Trust Secretary– Jayne Warner  
United Lincolnshire Hospitals NHS Trust  
Trust Headquarters  
Lincoln County Hospital  
Greetwell Road  
Lincoln LN2 5QY  
Email: [FOI@ulh.nhs.uk](mailto:FOI@ulh.nhs.uk)

The Trust endeavours to ensure that the information given here is accurate and impartial.

## Complaints and appeals

If you are not happy about the way we have handled your request, complaints should be made through the Trust's Complaints Procedure. Please write to:

*The Chief Executive  
United Lincolnshire Hospitals NHS Trust  
Greetwell Road  
Lincoln  
LN2 5QY*

*Email: [ComplaintsULH@ulh.nhs.uk](mailto:ComplaintsULH@ulh.nhs.uk)*

You can also 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  
Fax: 01625 524 510*

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Public Involvement team at [patient.involvement@ulh.nhs.uk](mailto:patient.involvement@ulh.nhs.uk) or call on 01476 464560.

*Caring for You*

# Freedom of Information Requests

Information for the public

What are they?

How do I make a request for information?

*Caring for your information*

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## WHAT IS THE FREEDOM OF INFORMATION ACT?

The Freedom of Information (FOI) Act gives a general right of access to all types of recorded information held by public authorities (excluding personal information which is covered by the Data Protection Act).

The aim of the Act is to promote trust and confidence in our public services by providing clear information and being open about what we do.

As of 2005, you have been able to write to us and ask for information which is not in our Publication Scheme; however there are certain exemptions listed in the Act.

The exemptions mean we may not be able to supply all or part of the information requested. If possible we will supply the information requested with the exempt information removed.

The request, which does not have to quote the Freedom of Information Act, must be in writing (e.g. letter, fax, email). However, the Trust has a duty to provide advice and assistance to enquirers so, if a verbal request is received, advice on how to apply should be given.

Any person, anywhere in the world, can make a written request for information and the Trust must reply within **20 working days**.

### What information can I obtain?

You will be able to obtain information about the business processes of the Trust.

### What information is already available?

The majority of corporate information is available through our Publication Scheme. This scheme is a complete guide to the information we routinely publish, such as Trust policies and annual reports.

### Where can I see the Publication Scheme?

Our scheme can be found at [www.ulh.nhs.uk](http://www.ulh.nhs.uk)

A copy of the scheme can be obtained from the address on the back of this booklet.

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

No, the Freedom of Information Act does not change patients legal right to

protection of their 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 is responsible for protecting patient confidentiality within the Trust. The Caldicott Guardian for United Lincolnshire Hospitals NHS Trust is the Trust Medical Director.

You may ask to see your own health records under the Data Protection Act 1998 by making a subject access request.

### How do I make a request for information?

You must write to or email us. Your 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 need to give us enough detail about the information you want to allow us to identify and find it.

Further details regarding who you should address your request to, can be found at the back of the booklet.