



# Department of Health & Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

Mr Phil Booth  
[request-599161-a3ebd468@whatdotheyknow.com](mailto:request-599161-a3ebd468@whatdotheyknow.com)

1 November 2019

Dear Mr Booth,

## **Freedom of Information Request Reference FOI-1192949**

Thank you for your request dated 7 October, in which you asked the Department of Health and Social Care (DHSC):

*"Subject: Re: Freedom of Information request - Correspondence with Optum, IQVIA, Apple IBM  
Dear Department of Health and Social Care,*

*Thank you for your response confirming you hold the information I have requested, and suggesting that I refine my request for information by focusing on correspondence and meetings between one company and a particular minister, or the Permanent Secretary, or NHSX officials. Given the situation you describe, I appreciate that my initial request may have been over-broad.*

*That being the case, please would you:*

*a) provide confirmation - i.e. dates, not papers - of any meetings since 30 August 2017 between the former or current Secretary of State for Health and (1) Optum, Inc., (2) IQVIA, (3) Apple or (4) IBM (health).*

*b) provide copies of correspondence and meetings since 30 August 2017 between DHSC officials now in NHSX and, in order of priority\*, the following companies:*

- 1) Optum, Inc.*
- 2) IQVIA*
- 3) Apple*
- 4) IBM (health)*

*\*For the sake of clarity, by in order of priority I simply mean I would like copies of such materials as you are able to locate within the Section 12 cost limit. If that means you are only able to locate materials relating to a single company, then that company would be Optum - if some time remains after such a search, then please check for correspondence and meetings with IQVIA, and so on.*

*I am happy for you to provide partial information in a timely manner, even if it is only for correspondence and meetings between NHSX officials and just one of the companies - although I would obviously prefer it to cover more, having narrowed this aspect of my request to NHSX officials only.*

*I look forward to your response."*

Your request has been handled under the Freedom of Information Act (FOIA).

We have considered your request for information, but we are unable to answer it without further clarification. Section 1(3) of the FOIA does not oblige us to answer a request where we require further clarification to identify and locate the information requested.

It is unclear to us whether you are referring to all correspondence and meetings between these companies and DHSC officials now in NHSX since 30 August 2017, or if you are referring specifically to correspondence and meetings that officials have had with these companies while in their NHSX roles.

In providing a clarification you may find it helpful to know that there are both DHSC and NHS staff members who currently work in NHSX, given that NHSX is a joint unit between DHSC and NHS England and NHS Improvement. It may also help to know that NHSX was launched in July 2019, so there will be no correspondence or meetings in an NHSX capacity predating that time.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the address at the top of this letter, or the email address at the end of this letter.

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

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner (ICO) who may decide to investigate your concerns. Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review response. The ICO will not usually investigate concerns where there has been an undue delay in bringing it to their attention. You should raise your concerns with them within three months of your last meaningful contact with us.

The ICO can be contacted at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

<https://ico.org.uk/concerns/>

Yours sincerely,

Lauren Der  
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