



10th March 2014

Our ref: NIC-249068-B9P3B

Dear Ms Wyeth,

Re: Information Request – Freedom of Information Act (FOIA) 2000

I can confirm that the Health and Social Care Information Centre (HSCIC) has considered your query dated the 9th February 2014.

Thank you for your request. I have answered each of your questions, in turn, below.

1. How many calls have there been to the dedicated patient line between 6th January 2014 and 8th February 2014.

The patient information line has answered 7,639 calls in the period 6 January to 8 February 2014.

2. How many of these calls stated they had not received a care.data leaflet through the post? If there is any record kept of the types of questions asked, please could I have that.

The HSCIC does not collect this information.

NHS England contracted Royal Mail to deliver the 'Better information means better care' leaflet to every household in the country. They are investigating with Royal Mail any complaints that leaflets have not been received.

Customers who confirm to the patient information line that they have not received the leaflet are asked if they will provide their postcode so that NHS England can investigate this with Royal Mail. However, this is optional and some customers do not wish to leave their details. Reliable figures are therefore not available.

The top three enquiry types raised by callers to the patient information line between 6 January and 8 February 2014 were:

- Can I change my mind?
- How long have I got to decide if I want to object?
- Can I prevent data from other healthcare settings flowing to the HSCIC?

3. How many GPs have requested a) Braille b) Easy Read and c) Audio versions of the resources and guidance.

The HSCIC has received no calls from GPs or GP surgeries requesting braille, easy read or audio versions of the leaflet or guidance.

These materials are available to citizens direct via the patient information line. The audio version of the leaflet is also available online at www.nhs.uk/caredata.

NHS England may hold information that will help to answer this question. NHS England can be contacted by email to: england.contactus@nhs.net. Please write "Freedom of Information" in the

subject line. Alternatively, requests can be made by post to: NHS England, PO Box 16738, Redditch, B97 9PT. Further details are available at www.england.nhs.uk/contact-us/foi

4. A log of social media activities undertaken to promote the care.data roll out.

Please find attached a separate report detailing the social media activity undertaken by the Health and Social Care Information Centre in relation to care.data.

NHS England may hold further information that will help to answer this question.

5. The names of all national patient groups, charity organisations and voluntary sector organisations that discussions have been held with (to enable cascading of info) and the dates of the meetings.

The HSCIC does not hold the above information.

NHS England may hold information that will help to answer these questions.

6. The names of the 350,000 charities and voluntary groups that have been asked to cascade the info to their members, with a copy of that request and any documentation enclosed to them as part of that communication.

The HSCIC does not hold the above information.

NHS England may hold information that will help to answer these questions.

7. A log kept of all national media coverage on the matter.

Please find attached a separate report detailing media activity relating to the care.data programme between 01 January and 6 March 2014.

The HSCIC uses a media monitoring service which uses keywords to identify relevant national and local media activity.

The attached may not be a full picture of all coverage related to care.data as the media monitoring service will not pick up articles that do not use the keywords specified by the HSCIC.

8. The names of the regional websites that have run articles

The HSCIC does not hold the above information.

NHS England may hold information that will help to answer these questions.

9. A list of regional events which have been aimed at area teams and CCGs and the dates they were held.

The HSCIC does not hold the above information.

NHS England may hold information that will help to answer these questions.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the HSCIC website.

I trust you are satisfied with our response to your request for information. However, if you are not satisfied, you may request a review from a suitably qualified member of staff not involved in the initial query, via the enquiries@hscic.gov.uk e mail address or by post at the above postal address.

I will assume that your request to the organisation is now closed.

Yours sincerely,

James Smith
Higher Information Governance Officer

Further information about your right to complain under the Freedom of Information Act is available from the Information Commissioner's Office, Wilmslow, Cheshire, and on The Information Commissioner's website www.ico.gov.uk.

The Health and Social Care Information Centre values customer feedback and would appreciate a moment of your time to respond to our Freedom of Information (FOI) Survey to let us know about your experience. Please access the survey through this link

https://www.surveymonkey.com/s/HSCIC_FOI_Feedback