

Please reply to:

Name: Jeanette Randall
Title: FOI Officer
☎ : ext 2976
Email: foi@sash.nhs.uk

Trust Headquarters
East Surrey Hospital
Canada Avenue
Redhill
RH1 5RH

Tel: 01737 768511
www.sash.nhs.uk

By Email

Our ref: Outcome of internal review re-cancellation letter

6 January 2017

Dear Mr Lovell

Thank you for your email of the 5th January 2017 where you requested an internal review into the response to your FOI request which is attached. In this request you asked questions relating to the 'Cancellation of Echocardiogram Outpatient Appointments at East Surrey and Crawley Hospitals'.

Thank you for raising the issues you noted in the original e-mail. They are all valid points which will if you wish I will raise with the team that manages the system.

I believe that in order for you to receive an appropriate response to the concerns you raise this should be raised as a formal complaint. Please can you reply to confirm your agreement for your concerns to be investigated as a formal complaint.

Our most basic duty under the Freedom of Information Act 2000 is to inform you if we hold the information falling within the scope of the request and then supply it. We are not expected to investigate and generate answers to questions. For example we do not hold a document that says why there is no senders address on the document or why there is not a reference number on the document. In order to hold the answer to your questions I would need to start some form of investigation. We do not consider the questions below to be a Freedom of Information request.

1. Why is there no senders address?
2. Why is there not a named individual signing the document?
3. Why is there not a reference number on the letter?
4. Why is there not the customers NHS number or case note?
5. Why is there no details of the person cancelling the appointment?
6. Why are there no reasons given for the cancellation?
7. Why is the customer not contacted to rebook an appointment at their convenience?
8. What action will be taken to remedy this delinquency?
9. Will an apology be made to all those customers treated in this fashion?
10. Why do East Surrey/SASH not have a review of their poor appointment system?

We do not consider this to be a Freedom of Information request but as you state if you are not happy, 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

Tel: 0303 123 1113
<http://ico.org.uk>

Yours Sincerely



Colin Pink
Head of Corporate Governance
Surrey & Sussex Healthcare NHS Trust
Ext 1770

