

**Please reply to:**

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**By Email**

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Our ref: Outcome of internal review into FOI 6469

22 June 2021

Dear Geoff Lovell

Thank you for your email of 24 May 2021 where you requested an internal review into the response to your FOI request which is attached.

You wrote as follows:

There is no specific mention of Mask Exemptions on the link you have provided. Please review and provide an answer to my question?

**I have now conducted an internal review and the response is below.**

We conclude that the response to the original request of FOI 6469 was full and appropriate:

On the link to the specific place on the Trust website which was provided in your response the following point is stated as follows:

For some people, wearing a face covering may be difficult due to physical or mental health conditions. In these instances, other measures will be considered on a case by case basis, for example timed appointments and being seen immediately on arrival.

On the same page there is a link to the government's website with an additional link titled:

Face coverings: when to wear one, [exemptions](#), and how to make one.

The Trust believes that this information provides all patients and visitors with the relevant information on exemptions in relation to wearing of face coverings/masks which is in line with government national guidelines.

If you are not content with the outcome of the internal review, 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



**Gillian Francis-Musanu**  
**Director of Corporate Affairs**  
**Surrey & Sussex Healthcare NHS Trust**