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Our ref: FOI/1213/485

23 April 2013

Dear Susan Davis,

Request under Freedom of Information Act 2000 – Ref: FOI/1213/485

Thank you for your request for information under the Freedom of Information Act 2000, which we received on 25 March, regarding our chaplaincy service. Please find below our response to your request:

REQUEST: I would like to request the following information on standards, policies and procedures relating to hospital chaplains in your Trust.

Could you please:

1. tell me whether policies or procedures exist to:

- a. establish whether a patient admitted to any of your hospitals does or does not wish to receive contact from a hospital chaplain

OUR RESPONSE: No, a leaflet is made available on every ward.

- b. ensure that patients (or their visitors, next-of-kin etc.) do not received unsolicited contact from chaplains

OUR RESPONSE: No, patients only receive a visit from a Chaplain by request.

- c. safeguard patients' personal and medical data such that hospital chaplains by default do not have access to it

OUR RESPONSE: The Trust has a Data Protection Policy.

- d. ensure that hospital chaplains, when given access to patient data, do not share any of it with third parties

OUR RESPONSE: As employees all Chaplains are required to comply with the Trust's Data Protection Policy.

If you answered yes to any of the above, please could you provide me with copies of the relevant policies or procedures

OUR RESPONSE: Please find attached a copy of our Data Protection Policy.

2. outline your approach for monitoring adherence to the policies and procedures above

OUR RESPONSE: Please see Section 13.0 of the Data Protection Policy.

3. provide me with a summary of the results of this monitoring for the last five years, including rates of compliance with the policies and procedures, and severity of any non-compliance events

4. provide me with details of any action taken in respect of any non-compliance identified (e.g. tightening of procedures, disciplinary action – in the latter case, taking care not to disclose any personal information)

3 & 4 OUR RESPONSE: A summary of our information governance performance is published annually in the 'performance' section of our Annual Report, copies of which are publicly available on our website www.leicspart.nhs.uk/ and they are, therefore, exempt under S21 of the Freedom of Information Act 2000.

However, in an effort to be helpful and because we are able to correspond with you via email, we are pleased to attach copies of our Annual Reports since 2008/9. The 2012/13 Annual Report is exempt under S22 of the Freedom of Information Act 2000, as it will be published once it becomes available.

In addition to our Annual Report we are also monitored for compliance against Department of Health Information Governance policies and standards through the IG Toolkit, an online system, which also allows members of the public to view the assessments. These can be found for the last 5+years under the 'Reports' section at: <https://nww.igt.connectingforhealth.nhs.uk/>

I trust this response is helpful to you. However, if you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Requests for an internal review should be submitted within two months of the date of receipt of the response to your original request and should be addressed to:

*Sam Kirkland, Records Transformation and Information Governance Manager.
Lakeside House, 4 Smith Way, Grove Park, Enderby, Leicester LE19 1SX*

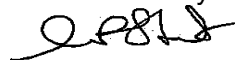
Please remember to quote the reference number above in any communications.

If you remain dissatisfied with the handling of your request, you have a right of appeal to the Information Commissioner at:

*The Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.
Phone: 0303 123 1113. Website: www.ico.gov.uk .
There is no charge for making an appeal.*

If you require any further assistance, please do not hesitate to contact me.

Yours sincerely



p.p. Kalpna Mistry
Information Requests Officer