

Trust Headquarters
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

Date: 05/03/2013

Email: request-151837-37bbe34b@whatdotheyknow.com

Dear Ms Shana Henriquest,

FREEDOM OF INFORMATION ACT 2000 - Ref: FOI/011387

Thank you for your request for information about '**Patient and visitor experience**'.

Your request was received on 04/03/2013 and I will be dealing with it according to the terms of the Freedom of Information Act 2000.

You will receive the information requested by 02/04/2013 (within 20 working days of the received date) unless the trust does not hold the information or if there is a reason for it to be withheld. Additionally, if I need to contact you to clarify any part of your request then this may affect the date that you receive your final response. I will write to you in any event.

If you have any requirements regarding the format any information should be supplied in, e.g. the language to be used, audio, large print and so on, then please let me know. If you have not already done so, please supply your email address if you are willing to receive the information electronically.

If you have any queries or concerns then please do not hesitate to contact me. Please remember to quote the reference number '**FOI/011387**' in any future communications related to this request.

Further information about your rights is also available from the Information Commissioner at:

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Tel: 0303 123 1113
Fax: 01625 524510
www.ico.gov.uk

Yours sincerely

Information Governance Manager
Room 34a, First Floor, Esk House, Russells Hall Hospital, Dudley, DY1 2HQ
Email: FOI@dgh.nhs.uk