



Department
of Health &
Social Care

Freedom of Information Team
Department of Health and Social Care
39 Victoria Street
London SW1H 0EU

www.gov.uk/dhsc

Ms Lynette Ellis

By email to: request-880789-0b57f178@whatdotheyknow.com

11 August 2022

Dear Ms Ellis,

Freedom of Information Request Reference FOI-1412948

Thank you for your request dated 21 July to the Department of Health and Social Care (DHSC), a copy of which can be found in the accompanying annex.

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

DHSC does not hold the information you have requested. This is because we are not the appropriate authority to contact on this subject.

However, you may wish to contact UK Health Security Agency (UKHSA), which may hold information relevant to your request. It can be contacted at informationrights@UKHSA.gov.uk.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be sent to freedomofinformation@dhsc.gov.uk or to the address at the top of this letter and be submitted within two months of the date of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,

Freedom of Information Team
freedomofinformation@dhsc.gov.uk

Annex

Dear Department of Health and Social Care,

This request is made under the Freedom of Information/Environmental Information Regulations and I would like to ask whether it is possible to obtain the number of COVID cases reported by the Cunard ship Queen Mary 2 when it docked into Southampton on both 24 June 2022 and 15 July 2022.

My husband and I boarded the ship on 24 June. Cunard emailed us on 23 June to advise that there were isolated cases on board. We booked our holiday through Imagine Cruising who also made contact via my mobile on 23 June to ask whether we had received the email from Cunard and advised that the ship was going through a deep clean. We felt happy to join the ship knowing that measures were being taken to address any problem.

However, during a coach trip between 1 & 8 July to Niagara Falls, New York and Washington about 50% of the people on the trip were left behind as they tested positive for COVID. The day before rejoining the ship we were required to take an antigen test in Washington to prove that we were negative for COVID. Out of a group of 9 people who attended the test centre together, 4 were positive and were therefore unable to travel to New York to rejoin the ship.

After rejoining the ship we learned that people who had tested positive whilst on board were being kept in isolation on Deck 5. We also witnessed people disembarking from the ship on 15 July who had come from isolation and were being reunited with family who had earlier disembarked from the ship. A Guests Operations Manager was checking them off a list as they were being brought from the ship into Arrivals. The lady we were sitting next to told us she was waiting for 2 aunts and an uncle who were coming from isolation. Some of the people coming from isolation were escorted by crew in masks and aprons and a number of people were taken to a coach.

I hope this explains the reason for my request and if there is any other information you require, please let me know.

Yours faithfully

Lynette Ellis