

24 June 2019

Julia Carter

By email

request-579340-c7fc17a9@whatdotheyknow.com

Dear Ms Carter

Request under the Freedom of Information Act 2000 (the “FOI Act”)

We refer to your email of 29 May 2019 in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request:

“I would like to see a copy of the letter sent by MONITOR to SSSFT following a complaint made to them by Midland Psychology. SSSFT are now called MPFT”

Decision

NHS Improvement holds the information that you have requested and has applied section 21 to the information it holds, as it is readily available in the public domain.

Section 21 provides an exemption from the right to know if the information requested is reasonably accessible to the applicant through other means. This is an absolute exemption which means there is no requirement to carry out a public interest test if the requested information is exempt.

Please refer to the following link:

<https://www.whatdotheyknow.com/request/579352/response/1378334/attach/3/Letter%20from%20Monitor%2023.09.2019.pdf>

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an

internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement