

## Kent and Medway

Anna Walker  
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01 August 2012

### Information Governance Department

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**Our Ref: FOI.12.0192**

Dear Ms Walker

### **RE: FREEDOM OF INFORMATION REQUEST**

I am writing in response to your request for information under the Freedom of Information Act 2000 received on 27 July 2012 by one or all three of the three primary care trusts in NHS Kent and Medway.

All answers relate to NHS West Kent, NHS Eastern and Coastal Kent and NHS Medway unless otherwise indicated. The information that you requested is listed below together with a response in each case:

**I understand that you conducted a pilot project on the use of SMS/text messages to remind patients about their appointments in 2010. I would like to request all documents related to the pilot project, which should include the project brief, project initiation document, project plan and final report, electronically.**

NHS Kent and Medway does not hold this information. You may wish to direct your queries on to the community health trusts in the Kent and Medway area who should be able to answer your request. Please find their details below:

Kent Community Health NHS Trust: [kcht.foi@nhs.net](mailto:kcht.foi@nhs.net)

Medway Community Healthcare: [medch.foi@nhs.net](mailto:medch.foi@nhs.net)

I hope that this has dealt with your questions but if you are not satisfied with the way your request has been dealt with, please feel free to contact me directly. If you remain unhappy, you may approach our Chief Executive in writing at:

Chief Executive  
NHS Kent and Medway  
Wharf House  
Medway Wharf Road  
Tonbridge  
Kent  
TN9 1RE

Should you remain dissatisfied with the outcome you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner.

The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

[http://www.ico.gov.uk/complaints/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/complaints/freedom_of_information.aspx)

Helpline number: 0303 123 1113

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the NHS Kent and Medway website.

Yours sincerely

**Jamie Sheldrake**  
**Senior Information Governance Manager**

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