



Surrey and Sussex Healthcare
NHS Trust

Please reply to:

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By Email

Our ref: 4878

16 August 2018

Dear Mr Rawlins

Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

1) In the near future, when the Surrey Care Record has become established, and East Surrey Hospital and its offshoots begin to upload patient data to the Surrey Care Record, if a patient were to object to you sending data to the Surrey Care Record, would you respect that patient's objection and comply with that patient's instruction not to upload data to the Surrey Care Record? [Yes](#)

2) What is the minimum amount of demographic data you need to obtain the NHS number of a person who turns up 'off the street' (ie someone who is not referred from another establishment)? [We are connected to the NHS spine through 'Patient demographic Services' which pulls the NHS number based on the details presented, or if insufficient data then a local record is created to enable care to be provided. This record will not be shared outside the Trust as it does not fulfil the criteria for data sharing.](#)

3) If the same hypothetical patient referred to in question '2' turns up, but has the 'S-Flag' set on their PDS record, how do you obtain their NHS number (assuming they don't know it off the top of their head and you don't ask them)? [Depending on the scenario, for urgent/emergency treatment we would have to create a local record.](#)

4) If a patient's NHS number is not known, can they expect the same level of treatment in A&E as a person whose NHS number is known? [Yes](#)

5) If a person's NHS number is not known, and therefore information is not passed to the Surrey Care Record, and the patient is discharged, would any further attempt be

made to obtain that person's NHS number? [There are data quality demographic reports that pull patients with missing GP details or NHS numbers.](#)

If so, and the NHS number was obtained, would that person's data then be passed onto the Surrey Care Record, even without that person's knowledge and their assumption that their data would not be passed on? [Data would not be viewable on the Surrey Care Record if the patient had opted out even if we did get their NHS number.](#)

I hope this information is helpful, but if you are unhappy with our response, or the way in which your request has been handled, you may request an independent internal review. This would be undertaken by an appropriate senior member of staff at the Trust, who has had no involvement in dealing with your original request. We aim to deal with internal reviews within 20 working days following receipt. If you wish to request one, please set out your grounds for asking for the review in writing and send it by post or email:

By post: Please address your letter to "Freedom of Information – Information Access Appeal" and send it to our address as shown on this letter.

By Email: Emails should be clearly marked 'Information access appeal' and sent to: foi@sash.nhs.uk.

Should you remain dissatisfied following an internal review, you would have the right to appeal to the Information Commissioner's Office (ICO). However, I should point out that under section 50 of the Freedom of Information Act, you are obliged to exhaust the Trust's own internal review process before appealing to the ICO. The ICO's contact details are:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
<http://ico.org.uk>

We would also welcome your feedback on how well we met your expectations in handling your FOIA request. If you have a couple of minutes, please click on this [link](#) to complete our Freedom of Information Customer Satisfaction Survey and let us know about your experience. The survey is anonymous – unless you choose to provide your reference number.

Please contact me, quoting our reference, if you have any queries concerning this letter and I will be happy to help.

Yours sincerely

Jeanette Randall
FOI Officer

