

**Information Governance Department**

**Our Ref: FOI DA4433**

Charter House  
7 Alma Street  
Luton LU1 2PJ

Email: [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

I am responding to your request for information received **2<sup>nd</sup> November 2022**. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



**Shuchi Joshi**  
**Senior Information Governance Coordinator – Information Rights**

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113

Web: [www.ico.org.uk](http://www.ico.org.uk)

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We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:**

**Question 1: Policies for John Howard Centre, RiO entries and Complaints**

**Question 2: Policy regarding RiO entries and the use of RiO**

**Question 3: How to enter and storage electronically of patient records**

Answer: Please find enclosed  
Inpatient Management Cribsheet  
Alerts Management Cribsheet  
Health Records Policy  
Progress Notes Cribsheet  
PALS / Complaints Policy



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