

Information Governance

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12 February 2024

Our reference: FOI DA5160a

I am responding to your request for information received 24 January 2024. 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,

Information Rights Coordinator

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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Interim Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: Can you please state the section of the DPA that states you are not able to provide me with the name of the officer responsible for Data Protection or Freedom of Information for the organisation. In my opinion this does not contravene DPA or GDPR. I'm only asking for information that should be available to the public.

Answer: The Trust has reviewed your original request and notes that you did not ask for the name of the officer responsible for data protection but for the name of the officer responsible for subject access requests. In an effort to be helpful, the Trust is providing the following response:

The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 40(2) for the FOI Act states:

(2) This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the UK GDPR.

The Trust does not disclose names and contact details for staff other than directors or senior managers.

Having said that, regarding subject access requests (SARs), please be advised there is no individual with direct responsibility for SARs. Any contact should be via the dedicated email address, provided in our original response, so that any queries can be devolved to an appropriate individual.

With regard to your request for the Trust's data protection officer,

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/information-about-elft/privacy-and-your-data>

Question 2: Also can you please confirm your job title as your emails shows Information Rights Coordinator or Information Governance Coordinator.

Answer: Information Rights Coordinator.



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Original Request: DA5160

Question 1: The name of the telephone company handling the calls for Bramingham Park Medical Centre.

Answer: The company handling calls at Bramingham Park Medical Centre is Surgery Connect.

Question 2: Are the calls for options 1 – 5 handled by dedicated call handlers? If so, are these handlers based at Bramingham Park Medical Centre?

Answer: Yes. Handlers are based at the Medical Centre.

Question 3: Is there a service level agreement in place to handle the calls? If so, please specify the agreements.

Answer: No. The service level agreement is currently being developed.

Question 4: Please state the name, direct contact number and email address for the Subject Access Requests?

Answer: Name – Not applicable.
Tel – Not applicable.
Email - elft.accesstorecords@nhs.net

Question 5: Please state the name, direct contact number and email address for the Freedom of Information Requests?

Answer: Name – Not applicable.
Tel – Not applicable.
Email – elft.foi@nhs.net



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