



**Southend University  
Hospital**  
NHS Foundation Trust

# Patient Information Service

Freedom of Information Act 2000

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## How to access information about the hospital







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## What is the Freedom of Information Act? (FOI Act)

The Act is a law giving people the general right to see recorded information held by public authorities. It helps people get a better understanding of how public authorities carry out their duties, make decisions and spend public money. All NHS Trusts must comply with the Act from 1st January 2005 and must respond to requests about the information it holds.

## What type of information can I ask for?

The Trust has published a Publication Scheme on its website [www.southend.nhs.uk](http://www.southend.nhs.uk), which is a guide to the classes of information which can routinely be accessed. The information is grouped into broad categories as follows:

- Class 1 – Who we are and what we do
- Class 2 – What we spent and how we spend it
- Class 3 – What are our priorities and how are we doing
- Class 4 – How we made decisions
- Class 5 – Our policies and procedures
- Class 6 – Lists and registers
- Class 7 – The services we offer.

## How do I get the information I am looking for?

If the information required cannot be found on the Trust website, a request for it can be made. The request must be made in writing and include:





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- Name and address for correspondence (email address is also acceptable)
  - Describe the information being requested (giving enough detail in order to allow the Trust to correctly identify and find it)
  - The way the information is required, eg by post or email.

### **Requests should be made to:**

Mrs Nicola Frost  
Freedom of Information and Information  
Governance Administrator  
Southend University Hospital NHS Foundation Trust  
Prittlewell Chase  
Westcliff-on-Sea  
Essex, SS0 0RY  
Tel: **01702 435555 ext 6455**  
Email to: [nicola.frost@southend.nhs.uk](mailto:nicola.frost@southend.nhs.uk)

You can also complete a *request for information* form which can be found on the Trust website [www.southend.nhs.uk](http://www.southend.nhs.uk), or from information help desks and wards around the hospital.

## **How long will it take to get my information?**

The Trust must respond to requests for information within 20 working days of receiving them. There may be some exceptions to this, if so we will explain the reasons why.

## **How will the information be presented to me?**

In a format you would prefer. This can be either on paper or



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electronically, ie via email. Information can be made available in other formats, if requested, but this may affect the 20 working day response time.

## **Will there be a charge for Information?**

There may be a charge, but the amount will vary depending on the nature of the request and the type or volume of information requested. If a charge is to be made, we will advise you on receipt of your request.

## **Will I always get the information I ask for?**

Not always, there is some information that we may withhold as it is covered by an exemption. Exemptions mainly apply where releasing the information would not be in the public interest, for example, because it could affect commercial interests or because it would breach confidentiality or if it exceeds the appropriate limit.

## **Can I have access to my medical records?**

Individual medical records are not available under the FOI Act.

However, you can request access to your medical records under the Data Protection Act 1998 and/or the Access to Health Records Act 1990 which is known as a Subject Access Request (SAR). There may be a charge for this information.



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You must make your request in writing to:

The Health Records Manager  
Health Records Department  
Southend University Hospital NHS Foundation Trust  
Prittlewell Chase  
Westcliff-on-Sea  
Essex, SS0 0RY

Telephone: **01702 435555 ext 8010**

## **Other useful information sites**

Southend Hospital website: [www.southend.nhs.uk](http://www.southend.nhs.uk)

Information Commissioner website: [www.ico.org.uk](http://www.ico.org.uk)







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If this leaflet does not answer all of your questions, or if you have any other concerns please contact Nicola Frost, freedom of information and information governance administrator on: **01702 435555 ext 6455**.

[www.southend.nhs.uk](http://www.southend.nhs.uk)

For a translated, large print or audio tape version of this document please contact:

**Patient Advice & Liaison Service (PALS)**

**Southend University Hospital NHS Foundation Trust**

**Prittlewell Chase**

**Westcliff-on-Sea**

**Essex, SS0 0RY**

**Telephone: 01702 385333**

**Fax: 01702 508530**

**Email: pals@southend.nhs.uk**

Written by Nicola Frost, freedom of information and information governance administrator  
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