

June 2011

1. *What Direct and Indirect Service do you Offer?*
Information about the services we offer is called 'Services by Directorate' and can be found on our website www.southend.nhs.uk under the heading 'General Information'.
2. *Do you have any outsourced services?*
The three services outsourced completely in Southend University Hospital NHS Foundation Trust are as follows
 1. Catering for patients.
 2. Laundry and linen for patients.
 3. Internal audit and counter fraud services.
3. *What's your range of multi agency like? How does your multi-agency communicate and coordinate services to meet the needs of the service user?*
You have outlined potentially a very wide range of issues that you would be interested in, and my preliminary assessment is that I will not be able to answer your request without further clarification.

If a request is too broad or general in nature (for example, seeking information on a topic over many years), then public authorities have a duty to provide advice and assistance to the applicant in order to focus the request. To this end, you may wish to narrow your request by being more specific about documentation requested and for which specific service. Further, to enable the Trust to process your request, I will need clarification from you as to your definition of multi-agency and the issues you are seeking information about.

Please note that Under s.1(3) of the Freedom of Information Act a public authority need not comply with a request unless any further information reasonably required to locate the information is supplied.

4. *What are the main roles of Dr Tony O'Brien?*
Dr O'Brien's main roles are listed in the 'Services by Directorate' and on the 'Consultants List' which can be found on our website www.southend.nhs.uk under the heading 'General Information'. Information about the Acute Stroke Unit can be found under 'Hospital Services' where Dr. A O'Brien is one of the Stroke Consultants.
5. *What skills and qualifications does he need to be this particular type of doctor?*
Dr O'Brien's qualifications held are listed in the 'Consultants List' which can be found on our website www.southend.nhs.uk.

6. *How does he apply care values in his daily work?*

Under the of the Freedom of Information Act, you may make a request for any information 'held' in any recorded form by a public authority (or held by another on behalf of a public authority). Requests asking for an opinion on an issue, or asking us to create information that is not already held, as you have asked under 6 is not a Freedom of Information Act request.

7. *What are the main roles of Dr Nina Ballah?*

Dr Ballah's main roles are listed on the 'Consultants List' which can be found on our website www.southend.nhs.uk under the heading 'General Information'.

8. *What skills and qualifications does she need to be this particular type of doctor?*

Dr Ballah's qualifications held are listed in the 'Consultants List' which can be found on our website www.southend.nhs.uk.

9. *How does she apply care values in his daily work?*

Under the Freedom of Information Act, you may make a request for any information 'held' in any recorded form by a public authority (or held by another on behalf of a public authority). Requests asking for an opinion on an issue or asking us to create information that is not already held, as you have asked under 9 is not a Freedom of Information Act request.