

## Is there any information the Trust is unable to provide?

The Freedom of Information Act 2000 does not change your right to confidentiality. Therefore, your personal data is still protected under the Data Protection Act 1998 and will not be shared with anyone who is not entitled to it.

Copies of your personal medical records are available through the Trust's Access to Health Records Office. Please telephone 0116 258 5192 for further information.

The University Hospitals of Leicester NHS Trust will make every effort to provide you with the information you request. However, there may be information we cannot give out if it is covered by one of the exemptions within the Act.

If this happens we will let you know why we are unable to release the information and tell you how to appeal against the Trust's decision.

## What if I am unhappy about the way my request has been handled?

If you are unhappy with the way your request has been handled, please contact the Director of Corporate and Legal Affairs on 0116 258 8721 to request a copy of UHL's Freedom of Information Act complaints procedure.

## Is there any further information available?

Further information about the Freedom of Information Act 2000 can be found by contacting:

The Information Commissioner using:

- Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)
- Telephone: 01625 545 700.

The Department of Constitutional Affairs:

- Website: [www.dca.gov.uk/foi](http://www.dca.gov.uk/foi)
- Telephone: 0207 210 8614

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If you would like a written or taped translation of this leaflet please contact the Service Equality Manager on 0116 258 4382.

आपनि यदि এই लिफ्लेटের অনুবাদ - लिখিত বা অডিও টেপ'এ চান, তাহলে অনুগ্রহ করে সার্ভিস ইকুয়ালিটি ম্যানেজার ডেভ বেকার'এর সাথে 0116 2584382 নাম্বারে যোগাযোগ করুন।

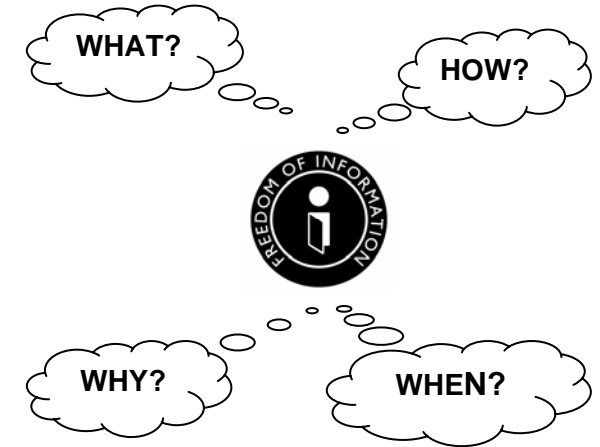
यदि आप को इस लीफ़्लिट का लिखती या टेप पर अनुवाद चाहिए तो कृपया डेव बेकर, सर्विस इक्वालिटी मैनेजर से 0116 2584382 पर सम्पर्क कीजिए।

ਜੇ ਨਮਨੇ ਆ ਪਤ੍ਰਿਕਾਨੂੰ ਵਿਖਿਨ ਅਥਵਾ ਟੇਪਰ ਉਪਰ ਆਪਾਂਨਰ ਸ਼ੈਰੰਨੂੰ ਡੇਖ ਨੋ ਸ਼ੈਰੰਨਾਨੀ ਕਰੀ ਤੇਮ ਐਕਰ, ਸਰਵਿਸ ਓਕੁਵਾਲਿਟੀ ਮੈਨੇਜਰਨੋ 0116 2584382 ਉਪਰ ਸੰਪਰਕ ਕਰੋ.

Haddaad rabto warqadan oo turjuman oo ku duuban cajalad ama qoraal ah fadlan la xiriiir, Maamulaha Adeegga Sinaanta 0116 258 4382.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫ਼ਲਿਟ ਦਾ ਲਿਖਤੀ ਜਾਂ ਟੇਪ ਕੀਤਾ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਖ਼ਿਰਪਾ ਕਰਕੇ ਡੇਵ ਬੇਕਰ, ਸਰਵਿਸ ਇਕੁਵਾਲਿਟੀ ਮੈਨੇਜਰ ਨਾਲ 0116, 2584382 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Eğer bu broşürün (kitapçığın) yazılı veya kasetli açıklamasını isterseniz lütfen servis müdürüne 0116 258 4382 telefonundan ulaşabilirsiniz.



**YOU HAVE THE RIGHT  
TO KNOW.....**

## The Freedom of Information Act 2000 -

### *A guide to accessing information*

The Freedom of Information Act 2000 and the Environmental Information Regulations allow you (a member of the public) to access information held by public authorities, regardless of when the information was created or how long the public authority has held it.

## Background

The Freedom of Information Act 2000 and the Environmental Information Regulations ensure that public authorities, such as the University Hospitals of Leicester NHS Trust, are open and transparent in the way that they conduct their business.

## The UHL Publication Scheme

In compliance with the Freedom of Information Act, the University Hospitals of Leicester NHS Trust has developed a publication scheme.

The scheme guides users through the types of information published by the Trust. It provides details of the formats in which the information is available and indicates any charges (where applicable).

The scheme can be accessed on the Trust's website at: [www.uhl-tr.nhs.uk](http://www.uhl-tr.nhs.uk)

## How can I access additional information?

With effect from 1 January 2005, anyone has the right to request information held by the Trust which may not be included on the Publication Scheme.

All requests must be made in writing and should include the contact details for the person requesting the information. Correspondence can be via email. Where possible we ask that you include contact details to enable UHL staff to respond to your request effectively and within the timescale allowed. We may also need to ask you for

further clarification to help us provide you with the information you have requested.

**Please note** - you do not need to specify the reason why you want the information.

## Where do I send my request for information?

Trust Administration will administer all requests centrally.

Your request should be sent in writing to:

[Trust Administration](#)  
[University Hospitals of Leicester NHS Trust](#)  
[Gwendolen House](#)  
[Gwendolen Road](#)  
[Leicester](#)  
[LE5 4QF](#)

Or you can email your request to:

[foi@uhl-tr.nhs.uk](mailto:foi@uhl-tr.nhs.uk)

## How quickly will I get a response?

In compliance with the Freedom of Information Act, the University Hospitals of Leicester NHS Trust will aim to respond to all requests for information within 20 working days from the date we receive your written request.

Where the Trust is unable to provide the information requested within 20 working days, we will let you know when we expect to be able to respond.

The Trust will always attempt to provide the information in the format requested, for example: paper, electronic or CD-ROM.

*(please note there may be a charge for some formats).*

## Will I have to pay anything?

### Publication Scheme

The majority of items on the Trust's Publication Scheme are available free of charge. However, where there is a fee applicable this is stated clearly on the publication scheme itself.

### Other requests

Although the Trust is committed to providing information at minimal cost, there may be some instances where a fee is charged, e.g. a request for multiple copies.

If a fee is applicable, the Trust will follow the Fees Regulations and the national guidance provided in association with the Freedom of Information Act 2000. The applicant will be informed in writing of any fees payable. The 20 working day deadline for responses will be frozen until any fee required is paid. If the fee is not paid within 3 months it is assumed the applicant no longer requires the information and the request will be void.

## Who can I contact for further information?

Should you require any further information about the Freedom of Information Act 2000 or making a request please contact a member of the Trust Administration team on Tel. No 0116 258 8590 (internal ext. 8590)