

Freedom of Information Request

Ref: UHB 18-301

Date 1 August 2018

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

Could you please inform us what your trust policy is regarding patient letters containing clinical information (e.g. consultation letters, results, inpatient events) via post:

1. Are all letters marked as 'confidential' and /or 'private'?

All letters processed by Synertec (all outpatient and admissions letters) are marked confidential. The Trust is working on all inpatient areas to print with Synertec also. However, if a coordinator prints locally (which sometimes happens for short notice appointments) these are sent in a plain envelope. The Trust is currently working to develop a consistent process for marking such letters as confidential.

2. Are all letters sent by tracked delivery?

The Trust does not send letters by tracked delivery as standard practice. By exception individual departments may choose to send certain confidential items by tracked delivery, but the Trust does not have an established policy or practice in this area.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol

BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust